



Workforce Investment Act of 1998
Title I-B
California's Annual Report
Program Year 2001-02



California Workforce Investment Board



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Greetings:

We are proud to present this report on the second year of the Workforce Investment Act in California, an overview of both statewide and local successes.

The most important asset for our State's economy is a well-educated and well-trained workforce. Our aim in California is to develop effective partnerships for the delivery of education, training, and employment services. This report highlights a number of efforts, including the Technology to Teaching initiative to help dislocated workers in the high-technology industry transition into science and math teaching; the award-winning Youth Council Institute; and many effective strategies to address the needs of local communities. The California Workforce Investment Board and the Labor and Workforce Development Agency stand ready to work with Local Workforce Investment Boards, private business, and industry to build on the progress made in our State during Program Year 2001-02.

Californians can be proud of this progress but not complacent, for much remains to be done. We must do all we can to help people enter the workforce and, once there, to develop the skills that will help them move up their career ladders. Our economy depends on it. We must continue to organize our scarce resources to seize the opportunities and confront the challenges that are sure to lie ahead.

Sincerely,

Lawrence B. Gotlieb
Chair
California Workforce Investment Board

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Chapter 1

Introduction

On July 1, 2000, California implemented the Workforce Investment Act (WIA) of 1998. California's WIA Annual Report for Program Year 2000, addressing the first year of implementation, was submitted to the United States Department of Labor (DOL) in December 2001. This report constitutes California's WIA Annual Report for Program Year 2001, the second year of implementation. The report provides information on initiatives introduced by Governor Gray Davis and the California Workforce Investment Board (State Board), Local Workforce Investment Board (Local Board) successes, participant successes, and cost and performance outcomes.

Background

Shortly after the passage of the WIA in August 1998, California began discussions with State and local partners to identify implementation requirements and build a work plan for the transition from the Job Training Partnership Act (JTPA) to the WIA. The results of various collaborative efforts were used in compiling the first draft of California's comprehensive *Strategic Five-Year Plan*, which is available at <http://www.calwia.org/>.

Governor Gray Davis established the State Board by Executive Order in October 1999. At their first meeting in January 2000, the State Board approved a draft of the *Strategic Five-Year Plan*, thus initiating the public comment process. Many California initiatives that were in progress prior to the

implementation of the WIA – including federal One-Stop planning and implementation grants and experimentation with regional workforce partnerships – provided a solid foundation for the development of workforce policies. These policies are designed to promote universal access, streamlined services, increased involvement from the private sector, local flexibility, increased accountability, and improved youth services.

California's workforce investment system is founded on the principle that education and workforce development, linked to economic development, will provide employers with skilled workers in the key industries that drive the State's economy. This principle resulted in a system design that engages the private sector while coordinating education and training efforts to prepare workers for the jobs in demand.

As the Governor's advisory body for workforce policy, the State Board was involved in developing the policy for first-year WIA implementation in all critical areas, including:

- ✓ Approval of the *Strategic Five-Year Plan*;
- ✓ Designation of 50 Local Workforce Investment Areas (Local Areas);
- ✓ Certification of 50 Local Boards;
- ✓ Establishment of the State's Eligible Training Provider List;
- ✓ Development of a comprehensive Youth Services Strategy;
- ✓ Negotiation of State performance goals;

- ✓ Expansion of California's One-Stop Career Center system; and
- ✓ Development of an incentive policy to promote regional partnerships.

Having accomplished the fundamentals of implementation during the 2000-01 program year, the State Board, the Local Boards, and their State and local partners turned their attention during the 2001-02 program year to specific implementation issues and challenges, with an eye to strengthening the overall system. The State Board conducted a strategic planning seminar during a three-day meeting in February 2002. The principal purpose of the seminar was to provide State leadership in building on the new opportunities introduced by the WIA, such as stronger partnerships and the crucial linkage with business and industry.

This action was consistent with the Governor's ideas for reforming California's workforce system, as proposed in his budget for Fiscal Year 2002-03. Both the State Board's strategic planning seminar and the Governor's proposed reforms established direction for system improvement during the remainder of the program year. Many activities and initiatives already in place during the first half of the year anticipated these efforts and were demonstrating State progress in meeting the second-year challenges of WIA implementation in California.

Local Workforce Investment Areas

“The story of the WIA in California is many stories. It is the story of urban and rural, northern, central and southern, agriculture and high tech. It is the story of a workforce development system that reflects the needs of local communities in regions throughout the State.”

– California Workforce Association (CWA)

Workforce investment services are delivered locally in California through 50 Local Boards, which represent 50 Local Areas. California's Local Areas are complex and diverse (please see Figure 1). They include, for example, an area comprising a consortium of nine counties; an area comprised of a single county encompassing 20,000 square miles; and an area comprised of a single city with a population of approximately 3.7 million. There are affluent counties in which the median income is as much as \$71,000 a year, other counties that contend with periods of unemployment as high as 35 percent, and one county where 34.5 percent of the population is under the age of 18.

Each Local Area in California is a unique weave of partnerships and services with diverse populations and economies that are worthy of exploration. While the focus of this report is on the challenges and successes of the State/local partnership in addressing California's labor force and industry needs during Program Year

2001-02, comprehensive information about California's Local Area diversity is available.

For an informative profile of California's local workforce Investment systems, for instance, the reader may review ***50 Stories, One-System – Profiles of Local Workforce Investment in California***.

This narrative report was published by the CWA during Program Year 2001-02 and presents descriptions and successes of California's 50 Local Areas.

Another worthwhile publication is ***The One-Stop Career Center System Survey***, published in late 2001 by the California Employment Development Department (EDD). It provides descriptive information about California's One-Stop Career Center System and the 50 Local Areas. The State One-Stop system is comprised of local One-Stop systems established by each of the 50 Local Boards and is the service delivery vehicle for workforce investment programs.

The One-Stop Career Center System Survey Project

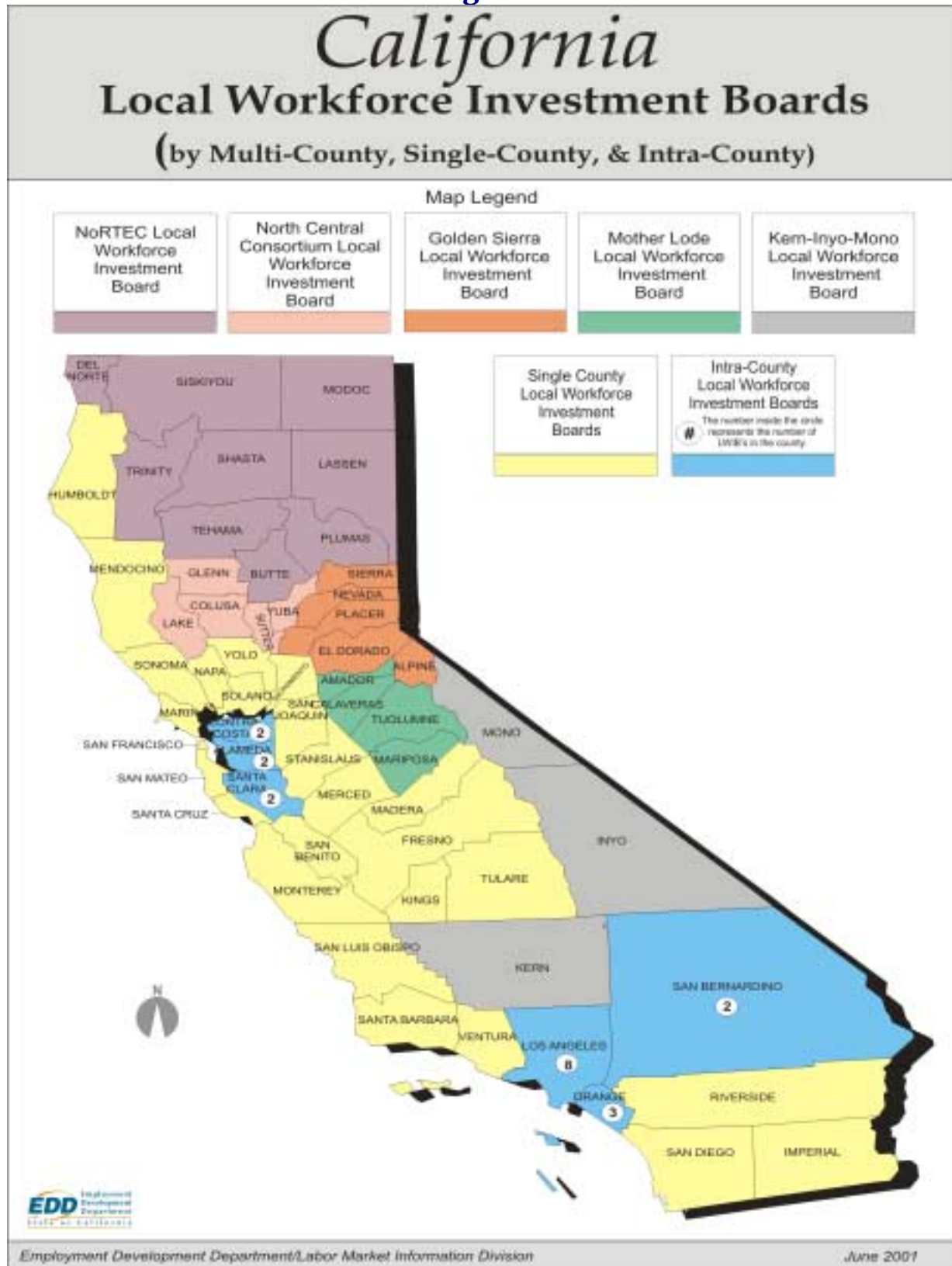
This project was undertaken to collect and report basic information about California's One-Stop Career Center System. The survey was developed and conducted during the summer of 2001, with a resulting report published in December 2001.

All 50 Local Boards responded to the survey and provided information about California's 450-plus One-Stop centers, kiosks, and mobile units. The report

also includes extensive information about California's 50 Local Areas and its workforce system in general. Results of the survey have been used to update California's portion of America's Service Locator, while results reported in the final survey report have been used and cited by State and local policymakers. *The One-Stop Career Center System Survey* can be accessed on-line at <http://www.edd.ca.gov/one-stop/caoso.htm>.

On the following page is a map of California containing its 50 Local Areas. Contact information for each of the 50 Local Boards can be found at http://www.calwia.org/Local_Areas/index.tpl.

Figure 1



Report Contents

This report is divided into seven chapters:

- Chapter 1: Introduction
- Chapter 2: The Workforce Investment Act (WIA) in California
- Chapter 3: The WIA System – Education
- Chapter 4: The WIA System – Workforce Preparation
- Chapter 5: The WIA System – Economic Development
- Chapter 6: California State WIA Evaluations
- Chapter 7: Performance Outcome Successes

The report is designed so that the main narrative section, Chapters 1 through 6, can be separated from the extensive and detailed data tables in Chapter 7. Chapters 6 (State WIA evaluation and cost/benefits narrative) and 7 (data tables) contain the federally mandated report information. The entire report can be accessed at <http://www.calwia.org/>.

Chapter 2

The Workforce Investment Act (WIA) in California

“In order to achieve sustainable economic growth, meet the demands of global competition in the modern economy, and improve the quality of life of all Californians, California shall have a comprehensive workforce development system of education and workforce preparation linked to economic development that sets the standard for the nation and the world.”

– California Workforce Investment Board Vision Statement, 2000

California’s vision for workforce development, as articulated in California’s *Strategic Five-Year Plan*, provides guidance to the State in implementing the WIA. To further this vision, the State Board developed a strategic work plan to include broad goals for the State Board’s work, specific tasks for their implementation, and timelines for completion. As a secondary yet equally important goal, the strategic work plan was designed to foster better participation of State Board members, particularly those from the business sector, in the State Board’s work.

In February 2002, the State Board conducted a three-day strategic planning seminar. Attendees heard from experts and national consultants during the seminar on such subjects as the economy, education, the WIA, the overall workforce development system, the roles of the State and Local Boards, and local WIA implementation concerns. Based on these discussions and the information that was shared, the State Board members developed general themes and desired outcomes for their

work. Then a working group of State Board members, led by Chair Lawrence B. Gotlieb, developed the strategic work plan that was adopted at the May 30, 2002, State Board meeting.

State Board Strategic Work Plan

The State Board's strategic work plan contains five broad goals to be addressed by June 2003. Each goal is accompanied by attendant priority activities and specific implementation tasks. The strategic goals are:

Goal 1: To ensure that all partners have the most timely, relevant information about changing workforce needs and investment opportunities.

Goal 2: To be an effective partner and advocate, and to bring system partners together.

Goal 3: To create, nurture and reward a culture of innovation.

Goal 4: To raise the quality of the "field of practice" and performance of the overall workforce development system.

Goal 5: To ensure administrative excellence, including compliance with WIA requirements, to support achievement of all strategic goals.

Condensing each of the five goals to a one-word descriptor, they are:

- ✓ Information
- ✓ Partnership
- ✓ Innovation
- ✓ Performance
- ✓ Administration

The strategic work plan is now being implemented, with a State Board member identified as "champion" for each of the five strategic goals. The State Board first considered what the State and the Local Boards were already doing in relation to each of the five goals and discovered that a number of activities were in progress under each one.

The State Board then began making determinations as to what needed doing in order to pull the activities together under each of the related goals. The current focus is on new activities that, when combined with existing efforts, will complete each of the goals by June of 2003. These activities, reflecting the five strategic goals, as well as the Governor's direction, tell the story of California's second-year WIA implementation.

The Governor's Workforce Reform Initiative

In his *Governor's Budget Summary, 2002-03*, Governor Gray Davis proposed an initiative to reform California's workforce development system. Released in January of 2002, the Governor's initiative is consistent with the State Board's vision for workforce development in California's *Strategic Five-Year Plan*, and includes three primary goals:

- ✓ Promoting access and accountability;
- ✓ Eliminating program duplication; and
- ✓ Achieving cost-efficiency.

The Governor's initiative is a multi-pronged effort that will streamline the existing job training system, apply rigorous standards of accountability, and shift the system's focus from short-term job training to ongoing economic development. Among the Governor's first reforms was the establishment of a new Labor and Workforce Development Agency (LWDA).

The LWDA initially brings the State's Agricultural Labor Relations Board, the California Department of Industrial Relations, the EDD, and the State Board together under the leadership of one cabinet-level position. This new agency has been formed around the three themes of improving training programs; enhancing labor market, economic, and labor statistics research and development; and refining the enforcement of State and federal labor laws. Under the new agency, the State

Board retains its important policy and coordination role as it pertains to California's workforce development system.

Governor's 15 Percent Discretionary Funds

"We have to invest in those Californians who are trying to improve their lives. The parents win, the children win, and eventually California wins. But we must back up that commitment with a specific plan. Investing in programs that train adults and providing child care during that training is the way to do it."

– Governor Gray Davis

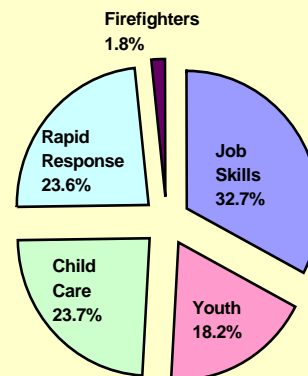
The Governor has discretion over 15 percent of the total State WIA allocation, using those funds to support the statewide system and the direction that policymakers, partners, and stakeholders wish it to take. In October 2001, the State Board released a Solicitation For Proposals (SFP) on behalf of the Governor seeking creative and innovative approaches to addressing significant community needs within local or regional economies in California. A good cross-section of workforce services supporting the State's strategic WIA direction emerged from the process (please see Figure 2). The Governor, at the recommendation of the State Board, made awards under this SFP on a regional basis, so that all areas of the State were able to benefit from the Governor's discretionary funds.

The State Board's recommendations were based on proposal content, integrity of the rating process, and regional need. The overall funding strategy was to further ensure sound program services that meet the needs of all Californians.

One of the State Board's priorities for the SFP funding was for projects targeting in-school and out-of-school youth who are at high risk, probationary, low income, and who may have educational deficiencies. A range of services from assessment to work experience as well as support interventions are being provided.

Two additional priorities for the Governor were veteran services and child care, which he identified as critical needs to keep California residents working. On April 16, 2002, the Governor announced \$12.8 million in WIA 15 Percent Discretionary funds for 17 projects aimed at increasing access to child care services for individuals who are engaged in employment and training activities. The projects are intended to increase the number of trained, quality child care workers in California. The grants will help train 2,000 new child care workers and create new childcare slots for 7,500 children.

Figure 2: WIA Governor's 15% and Rapid Response Funding Categories



“I believe that when California veterans leave the service, California should not leave them.”

– Governor Gray Davis

As a Vietnam veteran, Governor Davis has long been committed to fighting for the rights of veterans. California's veterans have risked their lives for this country; in return for that sacrifice, Governor Davis works to ensure that all employers, especially those in State government, give special consideration to veterans.

In 2001-02, the Governor announced the award of \$6 million in WIA 15 Percent Discretionary Funds to 20 programs across the State to provide employment and training services to veterans. As of June 30, 2002, a total of 5,676 participants were enrolled, with 3,775 being placed in unsubsidized employment.

State/Local Initiatives

The State Board and its partners contributed significantly during Program Year 2001-02 to the continuing improvement of California's workforce system. Led by Governor Davis, the State Board and Local Boards exerted numerous efforts to guide and enhance the statewide system. A sampling of the more significant activities is presented in the following three chapters. State and local initiatives and activities have been arrayed together under the three elements of the fundamental strategic principle of workforce development in California: ***education*** and ***workforce preparation*** linked to ***economic development***. The activities as presented are representative of many other activities and initiatives that considerations of length prevented including in this report.

Chapter 3

The WIA System: Education

California provides education, service, and support to both its adults and young people through thousands of programs, organizations, and institutions at the State and local levels. Among the myriad of programs are WIA youth services and WIA adult education and family literacy services.

Many young people in particular are left to navigate services on their own, and are often unaware of the opportunities available to them. While our schools represent the greatest public investment in our youth, and a growing investment in our adults, there are literally hundreds of additional public and private resource streams available, each with its own set of standards, rules, and expectations.

Programs at the State and local levels strive to address the many options with which youth and adults are confronted; however, without an overall, coherent framework and a policy imperative to support the work, many of these efforts struggle for recognition, working all too often in isolation. Governor Davis and the State Board, cognizant of these challenges, particularly as they affect the youth-serving system, implemented a variety of initiatives in 2001-02 to begin addressing them.

Following are examples of significant achievements in WIA youth-serving programs in California. Additionally, the report describes two major partners contributing in California to the educational/training needs of both adults and youth: the California

Department of Education (CDE) and the California Community Colleges.

Implementation of the State Youth Council

The State Youth Council envisions a comprehensive youth-serving system in California that is integrated and connected. It is a vision that leverages the investments of a range of programs and departments at the State level; one that recognizes the unique talents and gifts of individual young people and provides opportunities and services tailored to meet the needs and maximize the potential of each of the State's youth.

In 2001-02, California increased its support for youth services with the establishment of the State Youth Council, supported by the Youth Council Institute (YCi), and the continuing work of the 50 Local Boards. The State Youth Council held its first meeting in January 2002. In an effort to ensure youth participation, the Council included youth representatives from five statewide youth-serving and leadership organizations. As the Council began its work, there was a need for a clear, guiding vision and mission.

Youth Council Vision

The California State Youth Council is committed to facilitating and modeling meaningful youth involvement, and to creating system-wide solutions, working in collaboration with youth, Local Youth Councils, Local Boards, State and local agencies, educational

institutions, workplace and business partners, and communities to improve the quality of life for the young people of California.

Youth Council Mission

The State Youth Council's mission is to promote youth development by facilitating the collaboration of statewide and local services that are of the highest quality, ongoing, and responsive to the needs of all youth. In order to contribute positively to the relationships, opportunities, skills, values, and self-perceptions of youth, the State Youth Council will address critical issues and concerns of California youth by:

- ✓ Providing leadership in the development of policies that affect California's youth;
- ✓ Promoting a system that develops personal, social, career and academic skills;
- ✓ Guiding efforts to effectively serve youth who are most in need;
- ✓ Valuing and supporting youth as leaders, young adults, contributors, producers, and stakeholders, and facilitating meaningful youth involvement as a means of increasing effective planning and decision-making;
- ✓ Promoting healthy relationships between youth and caring adults;
- ✓ Addressing critical issues affecting California's youth;
- ✓ Emphasizing safe and healthy communities that are based on positive solutions to common pressures of adolescence; and

- ✓ Providing policy guidance for Local Youth Councils.

Major priorities for the coming year are: establishing a Youth Advisory Council to promote a broad-based youth voice regarding the Council's work, leading the development of a comprehensive youth plan for California, supporting California's statewide youth crisis line, and developing an online resource database to improve the access of youth and program providers to the broad array of youth resources available in the State.

The Youth Council Institute (YCi)

The YCi was established in July 2001 by the State Board to assist California's 50 local Youth Councils in creating comprehensive local youth-serving systems. The YCi is currently supported by a two-year contract among the State Board, New Ways to Work, and the California Workforce Association.

The YCi has engaged 94 percent of the state's Local Youth Councils in self-assessment, strategic planning, and implementation of the "All Youth – One System" concept, which is a State WIA Youth Council philosophy. YCi has accomplished this task by providing two statewide strategic planning institutes, seven regional meetings/workshops, three orientations, four network meetings, and technical assistance to over 25 youth council-related meetings.

YCi has fostered a network among Local Youth Council staff and members that includes meetings, conference calls, four sub-committees, a YCi communications strategy which includes a web site at <http://www.nwww.org/yci/>, a bi-monthly newsletter (*YCi Reporter*), a list-serve with over 500 subscribers, and over 30 published profiles of effective practices (YCideas).

As a result of this exemplary work, YCi received the 2002 "**Architects of Change**" Award from the National Association of State Workforce Agencies. The quality of YCi's work is best reflected in the following feedback received from surveys and evaluations submitted by the Institute's customers and members and staff of Local Youth Councils:

- ✓ 75 percent said that their view of the role of a Youth Council has changed as a result of their involvement in YCi;
- ✓ 78 percent said that the work of their Youth Council has changed as a result of the training available through YCi;
- ✓ 87 percent said that their Youth Councils have used YCi tools;
- ✓ 97 percent said that the YCi tools helped move the work with the Youth Council forward;
- ✓ 66 percent said that youth have been increasingly engaged and involved in the activities of the Youth Council as a result of their involvement in YCi;
- ✓ 63 percent said that their Youth Councils have formally adopted "All Youth – One System" as their approach; and

- ✓ 97 percent of the respondents consider YCi a worthwhile initiative.

Local Youth Councils

Local Youth Councils were actively working to serve eligible youth in their areas and to implement the All Youth-One System framework adopted by the State Youth Council and the State Board. Local Youth Councils are important committees of each of California's 50 Local Boards. Following are examples of work taking place through Local Boards and their Local Youth Councils.

The South Bay Local Board's

Animation Workshop provides at-risk youth ages 12-18, who can only dream of getting into the world of animation, with real, hands-on experience. Through the generous work of volunteers from Disney, DreamWorks, and other industry professionals, nearly 40 students have learned all aspects of 3-D animation.

Veteran Disney animator Bruce Smith, who now produces "The Proud Family" for the Disney Channel, remarked, "I was a cartoon fanatic when I was growing up. This workshop gives kids a jump-start on how to create a cartoon show from start to finish." Students learn storyboarding, character design, sound recording, and computer animation during four to eight weeks of training.

In a joint program with **Nevada County Foster Youth Independent Living Program** (a project of the Nevada County Superintendent of Schools) the

Golden Sierra Job Training Agency, a One-Stop partner under the **Golden Sierra Local Board**, offered 14 foster youth basic skills/work readiness classes, occupational skills training, and the opportunity to earn a laptop computer.

Many different agencies contributed to the program, including the Independent Living program, the One-Stop Career Center, the Nevada County Superintendent of Schools, Nevada Union Adult Education, and the Nevada County Food Bank. The program was delivered in a series of eight intensive seminars, which included activities such as Internet job searches, "occupational pictionary," a necktie-tying contest, and a sit-down banquet.

Topics ranged from job search techniques and child labor laws to creating a household budget. After participating in the seminars and at the end of a three-day Computer Camp, the youth earned laptops and color printers. The foster youth are now using their new computers for school, work, and job search.

Gabriela wanted a career in law enforcement but did not have the resources to pursue training. **The Tulare County Local Board** provided occupational skills training at the Police Academy and assisted with support services. Gabriela successfully completed training and was offered a position with a police department in another area of California. Lacking the financial resources to make the move, she was faced with having to decline the job offer. Gabriela was linked with a partner agency that assisted with her relocation expenses. Gabriela is now a police officer protecting the public safety in her new community.

The **Contra Costa County Office of Education** leveraged WIA dollars to provide summer work experience for youth at Dow Chemical Wetlands. The summer experience blends work with learning by incorporating an environmental education curriculum delivered by the worksite supervisor, who is also the Coordinator of the Environmental Sciences Teaching Program at UC Berkeley. While students work to sustain and maintain the ecosystem at the wetlands, they learn about water quality, native plants and animals, geography, and the history of the area.

Writing skills are fostered by journal writing, and language skills are demonstrated through dynamic presentations to wetland visitors. A grant from Northern California Grantmakers allows students to take educational field trips while enjoying the extraordinary beauty of the California coast. Many of the students saw the ocean for the first time this past summer.

Jennifer was enrolled in the **Contra Costa County** WIA program two years ago. She was attending an alternative education school where she had poor grades and was at risk of not graduating. Jennifer received academic guidance and counseling. Through career assessment, she identified an interest in the health field and began an internship at the Bay Point Health Clinic.

As a result of her outstanding work performance, she was hired as a permanent employee. Jennifer also received a Certificate of Completion from the Center of Human Development after finishing 28 hours of Conflict Resolution Training. She will volunteer as a Conflict Resolution Panelist, providing mediation services to Contra Costa County residents. Jennifer graduated from high school in June and will begin attending Los Medanos Community College in January, where she plans to complete a nursing degree.

The **Kern/Inyo/Mono Local Board**, in partnership with the Kern High School District (KHSD), has implemented the Re-Entry Education Attainment Program (REAP), which has received a 2002 PEPNet Award from the DOL and the National Youth Employment Coalition. REAP's mission is to recover high school dropout youth and engage them in meaningful activities, providing motivation to stay in school, complete the diploma/GED, and obtain employment. Activities include project-based learning, supportive services, tutoring, life/soft skill workshops, and paid work experience. Successes include recovery of over 300 high school dropouts, 60 percent school retention of

youth recovered, and grade point averages of 2.0 to 3.0 and higher.

REAP student Eddie Padilla flew to Washington, DC in September when KHSD received the PEPNet Award. Eddie is a former high school dropout and homeless person. He was raised in Washington State, dropped out of school in the ninth grade and lived on the streets for several years. After relocating to Bakersfield, he heard a radio commercial about REAP and became involved with the program. He is participating in project-based learning and a residential work experience program.

Kira is a younger in-school youth. She needed employment and educational support, as she was deficient in basic skills. Kira received tutorial support for education and job readiness courses for employment preparation through the **Orange County Local Board**. In Kira's career exploration, she discovered an aptitude in the design field. Thanks to the WIA Youth Program through Newport Mesa Unified School District, she started an internship at St. John Corporation. Kira became an assistant to the lead designer and received a direct hire at the end of her internship. Under the corporation's continuing tutelage, Kira applied and was accepted by the Academy of the Arts in San Francisco. Kira is excelling at college and looks forward to returning to summer employment at St. John.

When April started the Sacramento Works Youth/Sacramento City USD program through the **Sacramento City/County Local Board**, she was a 19-year-old single parent receiving AFDC and living with her mother. She was a high school graduate with low basic skills and no work experience. She completed WIA pre-vocational classes and enrolled in classes to update her basic skills. She enrolled in the Medical Administrative Assistant program and graduated after completing a six-week externship program with UC Davis, where she was hired as a Senior Clerk in a full-time position with benefits. April worked there until her marriage 10 months later. She is now a full-time student at Solano Community College.

California Department of Education (CDE)

As a partner in WIA implementation, the CDE has been actively engaged in the effort to build a world-class workforce development system. The CDE promotes collaboration between education and other agencies and partners who work toward the common goal of helping individuals to prepare for and find self-sustaining employment. CDE's Office of Workforce Development is responsible for administering the statewide leadership and supporting the direct involvement of local educational agencies in the implementation of the WIA throughout the state.

The Office of Regional Occupational Centers and Programs (ROCPs) also assists in WIA program activities

linking ROCPs to local One-Stop systems. Both offices focus on services to younger and older youth while contributing to the development of a system serving all clients.

To support WIA implementation, CDE operates under an interagency partnership with the State Board. The purposes of this partnership are (1) to provide leadership and technical assistance; (2) to plan, develop, and implement a strategy for dissemination of State General Funds to support regional coordination of youth activities; (3) to assist grant recipients in establishing and sustaining regional coordination; (4) to analyze and track state legislation affecting workforce investment, education, and economic development; and (5) to work with the One-Stop Career Center System, the State Youth Council, schools, and youth services providers.

All California students and out-of-school youth ages 14 to 21 are served by CDE's work in this partnership. Among 2001-02 activities are:

- ✓ Disseminating \$4 million in demonstration project grants;
- ✓ Providing technical assistance to 72 Local Education Agencies to enhance youth connections and access to One-Stop systems;
- ✓ Leading County Offices of Education in eleven regions for youth system capacity-building through the establishment of linkages between the workforce development system and local education agencies;
- ✓ Reinstating a WIA Field Committee that will meet on a quarterly basis to

increase educational input into WIA implementation;

- ✓ Participating in State Board collaborative workgroups, such as the Small Business Workgroup;
- ✓ Participating in the State Youth Council and YCi; and
- ✓ Improving access to One-Stop Career Centers through participation in the ongoing development of a One-Stop survey and certification process.

California Community Colleges

Through an interagency partnership with the State Board, the Chancellor's Office of the California Community Colleges provides resources to assist the community college system in becoming more fully engaged, at both the State and local levels, in developing the State's workforce development system.

Since the inception of the interagency agreement, the Chancellor's Office has participated in a number of activities that facilitate linkages among State and local agencies and provide technical assistance and guidance to community college districts and colleges to engage their participation in WIA activities.

Examples of some of these activities are:

- ✓ Participating in State Board workgroups such as the Eligible Training Provider List (ETPL) and Performance Based Accountability (PBA) Technical Advisory Committee;
- ✓ Providing workshops at numerous conferences throughout the State,

including various community college groups, the California Apprenticeship Council, and the CWA;

- ✓ Working with other State agencies to develop new apprenticeship programs and promote awareness of apprenticeship and the One-Stop connection through various meetings, conferences, and workshops;
- ✓ Promoting participation in the ETPL process by integrating the Chancellor's Office Management Information System with the Statewide ETPL data collection system, developing a simplified state application and reporting process, and developing tables of all occupational programs that meet WIA participation requirements;
- ✓ Providing scholarships for college staff to attend a CWA conference for the purpose of improving coordination and communication between the State's community college system and Local Boards;
- ✓ Disseminating advisory memos to all Chief Instructional Officers, Chief Student Services Officers, Deans of Occupational Education, and Academic Senate Presidents regarding the required participation of California Community Colleges in activities that are carried out under the WIA;
- ✓ Developing policy around "career ladders." The Board of Governors has created a policy-framing document, *Ladders of Opportunity*, and the policy initiative is becoming integrated into the operations of the colleges;

- ✓ Giving emphasis to the work of Local Youth Councils and the transition of School-to-Work partnerships to Local Youth Councils. Additional work has included participation in the creation of program tools and efforts involving program improvement in basic skills and non-credit, with resulting implications for the WIA program;
- ✓ Promoting awareness of apprenticeships and the One-Stop connection. Also, substantial work has been done with the staff of other state agencies in developing new "High Road Apprenticeship" programs such as Psychiatric Technician for State mental hospitals and Building Code Inspector for State, County, and Local governments. A new Web site has been created for apprenticeship issues:
<http://www.cccco.edu/division/esed/wfp/apprenticeship.htm>; and
- ✓ Providing all of the One-Stop centers a supply of "Star Charts" which display all the occupational programs offered by each of California's 108 community colleges.

In addition to the above activities, the Chancellor's Office has developed plans to implement several statewide initiatives, depending on available funding. Among these future activities are:

- ✓ *Program Development and Evaluation* – Surveying community colleges to assess current practices and barriers in implementation of the WIA. This will lay the foundation upon which

further policy and program development will depend.

- ✓ *Regional Committees* - Establishing regional and statewide advisory committees to facilitate the coordination and integration of local college activities and services on a regional basis, with similar regional alignments of Local Board plans of service.
- ✓ *Financial Aid Coordination/Policy Development* – Developing a system to enable local One-Stop center staff to quickly identify WIA participant eligibility for all forms of student financial aid.
- ✓ *Challenge Grants* – Developing challenge grants for colleges to fund 50 percent of the salary and benefits for a Career Technician to provide skills inventories and O’Net services to WIA clients.
- ✓ *Technology Services* – Providing technology services to WIA partners to reduce costs and increase efficiency in workforce development activities through the delivery of data, satellite, video, and voice communications via videoconferencing between community college sites, distance learning opportunities accessed through the California Virtual University, and via satellite, cable transmissions, or Internet-based instruction applications.

Chapter 4

The WIA System: Workforce Preparation

At the direction of the Governor and the State Board During the 2001-02 program year, workforce preparation activities and initiatives in California focused on specific industries that are crucial to the State's social and economic well-being. Initiative subject areas included caregivers, universal access, the under-use of WIA services by farmworkers, services to veterans, and innovative practices.

Caregivers

“Over the last generation, the winds of change in health care have become a hurricane. And, through it all, the one constant has been the vital role of our nursing corps. Nurses are the backbone of our health care delivery system. In fact, they are the largest health care workforce in the nation.”

– Governor Gray Davis

The Nurse Workforce Initiative (NWI)

On January 23, 2002, the Governor announced a three-year, \$60 million Nurse Workforce Initiative (NWI) to address California's growing nursing shortage. This is the second part of a plan to attract and retain California nurses. The plan also includes the Governor's announcement of a landmark nurse-patient staffing initiative.

The NWI includes the following components:

- ✓ \$24 million over 3 years for 2,400 training and preceptorship positions in hospitals and colleges;
- ✓ \$6 million over 3 years to expand the Central Valley Health Careers Training Program to train an additional 300 licensed nurses;
- ✓ \$24 million over 3 years to expand regional workforce collaboratives to train 2,400 licensed nurses;
- ✓ \$3 million for on-site health care facility approaches to upgrade career ladder training opportunities;
- ✓ \$1 million to encourage workplace reforms to improve nurse retention;
- ✓ A statewide media campaign to recruit persons to the profession;
- ✓ Strategies to standardize pre-nursing prerequisites and nursing education curriculum;
- ✓ Streamlining of the nurse licensing process; and
- ✓ \$1 million for research and evaluation of the initiative.

“At a time in which those age 85 and older are the fastest growing segment of our population, the demand for nurses has never been higher.”

– Governor Gray Davis

The Governor had already initiated and promoted efforts to increase the number of nurses. One such effort provided \$25 million in WIA 15 Percent Discretionary and Welfare-to-Work funds for a Caregiver Training Initiative (CTI), 80 percent of which was spent on training additional licensed nurses or those in the nursing career pipeline.

The Caregiver Training Initiative (CTI)

On May 16, 2002, Governor Gray Davis announced a \$10.5 million grant to increase California’s front-line healthcare workforce by up to 2,000 qualified professionals. This was an expansion of the Governor’s earlier Caregiver Training Initiative (CTI), first introduced in 2000 as an important element of his Aging With Dignity Initiative.

The CTI used WIA 15 Percent Discretionary and Welfare-to-Work funds, assisted by the Quality Care Health Foundation, to recruit, train, and retain professional caregivers through existing health care facilities. Overall, the CTI has provided training and career opportunities for thousands of health care workers.

The CTI also provided for a State-contracted evaluation of the program by an evaluation team from the University of California Los Angeles School of Public Policy and Social Research and the University of California San Francisco Center for the Health Professions. Evaluation results have been used to inform the expansion of the CTI.

“We must continue to address the shortage of healthcare workers for the health of our economy. This is the right thing to do in order to achieve our goal of safe, compassionate, and community-based health care options for those we love.”

– Governor Gray Davis

The Certified Nurse Assistant (CNA) Training program, funded by the new \$10.5 million grant, is modeled after a successful CTI program administered by the **San Diego Workforce Partnership, Inc.** San Diego's program leveraged an additional \$5 million in private sector on-the-job-training wages and instruction and trained CNAs in health care settings.

Historically, nursing homes were an important training site for CNAs. Today, fewer than 10 percent of nursing homes maintain CNA training programs. This initiative is expected to use 200 existing training sites with an additional 100 nursing facilities developing new training programs.

Merced County Nursing Initiative

One effective application of the Governor's caregiver training efforts has been the **Merced County Nursing Initiative**. Based on a survey of employers, jobs for Registered Nurses in Merced County are expected to grow by 20.4 percent through 2006, placing Registered Nurses' growth in the Top 25 percent of occupations for the area. A recent study revealed that 68 percent of local employers needed more than six months to fill their most recently advertised nursing vacancy.

To address this critical need, the **Merced County Local Board**, the Merced Community College, and several community hospitals and medical facilities pooled their resources to expand their Registered Nurses training

program. This collaboration will result in an increase from the current enrollment of 24 nursing students per year to 96 by January 2004. Partners contributing resources to this venture include:

- ✓ Mercy Hospital
- ✓ Memorial Hospital, Los Banos
- ✓ Emanuel Hospital
- ✓ Merced County Health Department
- ✓ California Forensic Medical Group
- ✓ Merced Community College

Universal Access

"My administration is committed to assisting all Californians to achieve their full potential."

- Governor Gray Davis

The State Board convened the Universal Access Workgroup (UAWG) in early 2001 as a result of a multi-agency task force. The UAWG was established to deal with issues related to assessment and standards; provide resources, training, technical assistance, administration and monitoring within a framework of accessibility for all in the State's One-Stop delivery system. Activities have included:

- ✓ Drafting and disseminating a Physical and Program Access Self-Assessment Guide for use by all Local Boards in assessing their One-Stop centers. The EDD is also incorporating this guide into its monitoring program;
- ✓ An award of \$1.4 million from the Governor's WIA 15 Percent Discretionary funds for the

Department of Rehabilitation and the EDD to provide technical support, assistance, and training to Local Boards to address both the program and physical access of persons with disabilities;

- ✓ An Information Bulletin released on August 27, 2002, announcing the Deaf Access Assistance Program; and
- ✓ A DOL grant of approximately \$1 million to a consortium of State partners under the UAWG for a proposal to ensure that the One-Stop system has the necessary trained staff, resources, and coordination of services in place to serve people with disabilities.

The North Bay Employment

Connection was formed to address the specific regional workforce development needs of four contiguous counties in the northern San Francisco Bay region: **Marin, Napa, Solano, and Sonoma**. The I.N.C.L.U.S.I.O.N. Project (Implementing the New Freedom Initiative through Customized employment and Linkages for Ultimately Seamless service In One-Stops Newly trained) outlines a system to better serve individuals with disabilities, with increased access to services, greater individual choice, and higher wages for job seekers, and a higher-skilled labor pool for local employers.

Actor Robert David Hall of the CBS hit series *CSI: Crime Scene Investigation* (a double amputee recognized for his craft rather than for his disability) was present recently to help the **City of Los Angeles Local Board** launch the

EmployABILITY Partnership program. The Partnership, a collaboration of both government and private sector organizations, is working to improve services to persons with disabilities within the Los Angeles WorkSource system. There are approximately 262,000 people with disabilities in Los Angeles who are eligible for employment. The consortium has assisted in the development of programs that include an EmployABILITY Network website (<http://www.employ-ability.org/>), on-line LEGACY Training and Certification to equip WorkSource staff for high quality services to customers with disabilities, and a toll-free EmployABILITY Hotline (888-226-6300) for disability-related information and referrals to available local resources.

Under the administration of the **South Bay Local Board**, their One-Stop Business and Career Centers received a Federal Job Training Grant for \$864,000 to further enhance employment opportunities for people with disabilities. The main objectives are the development of competitive skills among the disabled population, increased awareness, and improved hiring practices by employers.

Improvements were implemented to adapt and improve One-Stop services to persons with disabilities and to make facilities more accessible to them. Training programs for staff, caseworkers, and job developers were incorporated. Employer focus groups were developed throughout the South Bay to increase their knowledge of the marketability and stability of persons

with disabilities as employees, the availability of incentives, and funding opportunities for adapting work environments and access for persons with disabilities. The end result is that the One-Stops are more accessible, staff is better prepared, employers are more educated and knowledgeable in the benefits of hiring job seekers with disabilities, and most importantly, successful hiring of these job seekers has dramatically increased

In October 2001 the **San Diego Workforce Partnership** was awarded a \$750,000 Customized Employment Grant from DOL's Office of Disability Employment Policy, one of seven grants awarded nationally. The activities of the Customized Employment Project are aimed at upgrading the physical and programmatic capacity of One-Stops in order to increase access and provide seamless, high-quality employment services to persons with disabilities. Collaborative partners in the project include governmental, private nonprofit and community-based organizations.

Farmworker Inclusion

“Any blanket exclusion based on any occupation, industry, or association with any identifiable group would be contrary, then, to the intent of the WIA, which is to consider and respond to the uniqueness and the needs of individuals by fully utilizing the available WIA services, including dislocated worker services.”

– WIA Information Bulletin 01-81

In February 2002, in response to farmworkers' underutilization of WIA services, confusion regarding the eligibility of farmworkers for WIA Dislocated Worker services, and the under-expenditure of Dislocated Worker funds in rural areas, the State Board and the EDD released an information bulletin clarifying these issues. The bulletin clarified that farmworkers are not to be excluded from Dislocated Worker services and that targeting the farmworker labor force is an effective way for rural areas to optimize these resources.

In April 2002, the State Board convened a **Farmworker Work Group** that consists of State Board members, representatives from higher education, local elected officials, growers, farmworker service providers, and representatives from appropriate State agencies. This group has begun a dialogue that will continue over the coming year. The group will develop recommendations and provide information that will be valuable to the workforce development system in providing effective services to the agricultural industry and meeting the needs of farmworkers.

The State Board, in collaboration with the DOL Regional Office, EDD, local National Farmworker Job Program grantees, and Local Boards, conducted four **Farmworker Forums** throughout California. The forums were aimed at improving the overall service delivery strategy to the agricultural industry and farmworkers. The forums provided clarifying information, an opportunity

for dialogue on current challenges, and discussions on possible solutions to the identified challenges.

The forums highlighted innovative practices in serving the farmworker community. The **Northern Central Counties Consortium's Colusa County One-Stop** shared many practical strategies focused on serving farmworkers and agricultural businesses. This presentation highlighted how serving farmworkers and agricultural businesses is not only good for the customers, but can also be good for program performance measures.

The **Riverside County Local Board** presented an innovative program designed to train farmworkers for jobs in the rapidly expanding caregiver field. As part of the Riverside County's CTI program, the Local Board developed Vocational English as a Second Language (VESL) program that targets farmworkers throughout the Coachella Valley. The VESL has been used primarily on site at health care facilities to upgrade residential aide skills. The first demonstration project was conducted with Inner Image, an Alzheimer facility in Palm Springs. The caregiver training is provided through College of the Desert's Contract Education Division and not through regular classes at the college.

The forums also highlighted the **Farmworker Institute for Education and Leadership Development's** innovative training program – **Strengthen Our Agribusiness Region (SOAR)**. The Governor allocated

\$900,000 of WIA 15 Percent Discretionary Funds to the SOAR program to serve Kern, Kings, and Tulare Counties. This three-county region produces crops valued at \$3.3 billion annually, as well as animal products valued at \$1.5 billion. However, this region of the southern San Joaquin Valley suffers from extensive poverty and traditionally high rates of unemployment.

The SOAR program has three goals:

- ✓ To supply growers with workers who have the skills to increase crop productivity;
- ✓ To develop and improve the economies of rural farmworker communities through increased agricultural worker buying power and industry high-tech investments; and
- ✓ To promote changes in local workforce investment policy toward agricultural career development by demonstrating the feasibility of training agricultural workers, and to collaborate with the industry in making the workforce more productive and efficient.

The **Kings County Local Board**, in an area with a struggling agricultural economy, introduced an initiative to reach out to monolingual and bilingual Spanish-speaking farmworkers in traditional row-crop farming. The purpose of the initiative is to advise farmworkers of the expected downsizing in their industry and to encourage them to consider training or retraining and to enroll in English as a

Second Language courses to strengthen their chances for future employment.

The first major component of the initiative was an Agricultural Worker Job Fair, through which education, employment, and training agencies joined with area employers to market their services and available opportunities. Career counseling was offered on-site, with the opportunity to enroll for the various services offered at the Job Fair. This is the first step in a long-term strategy to ensure that these workers are prepared for any changes in the industry.

Employers from emerging industries were available to recruit and to discuss future opportunities. Training in the agricultural field was also available.

The Governor allocated approximately \$374,862 of WIA 15 Percent Discretionary Funds to **Proteus Inc.**, a National Farmworkers Job Program grantee, to provide WIA services to farmworkers in western Fresno and Kings Counties, rural areas that are among the most impoverished in California. Proteus also funded mobile office van services in Tulare and Kern Counties through a Community Development Block Grant. These units have full satellite Internet capability and complete audio/visual capability to operate workshops and classes. A regional partnership will provide staffing to develop the workshops.

Veterans Inclusion

It is estimated that California's veteran population is nearly 3 million; unemployment and homelessness are critical issues facing these veterans. To address their needs, the State Board assembled a 12-member work group of representatives from a cross-section of local and statewide veterans' agencies. The first meeting of the Veterans Work Group was held on March 21, 2002. The group will provide leadership and policy guidance for workforce development issues relating to California's veterans. Some of the policy issues of immediate concern include veterans' representation on Local Boards, strengthening One-Stop services to military separation centers, skills and academic credit coordination for articulation to California's institutions of higher education, and marketing strategies.

Apprenticeships

"California's apprenticeship program is the largest in the nation, serving over 57,000 students recognized by the Division of Apprenticeship Standards."

– California Department of Industrial Relations, 2001 Annual Legislative Report

The Governor awarded \$581,988 in WIA 15 Percent Discretionary Funds to the State Building and Construction Trade Council to develop a Construction Opportunities Program. This statewide program has two components:

- ✓ To conduct an extensive public relations and outreach program that will promote high-paid construction jobs to young adults currently in low-paying occupations; and
- ✓ To develop the capacity of local Building Trades Councils to establish successful pre-apprenticeship programs in coordination with their Local Boards.

The **Orange County Local Board's West Orange County One-Stop** received a grant from the DOL Women's Bureau to reach out to and train One-Stop administrators in providing training in non-traditional jobs for women. This grant was a result of the highly acclaimed pre-apprenticeship program conducted in partnership with the Heat and Frost and Asbestos Workers Union to train in insulation and other construction trades. The targets of this program are women on welfare, disadvantaged older youth, parenting youth, foster youth, and non-custodial parents. Studies have shown that women who work in non-traditional employment earn 30 to 40 percent more than women in traditional employment.

Innovations

Solectron Corporation, a worldwide provider of electronic manufacturing services based in the City of Milpitas, has been an exemplary partner with the **NOVA Local Board** and the workforce investment community. Solectron, a Malcolm Baldrige Award winner, guided the NOVA Local Board through

a comprehensive customer satisfaction assessment process that has resulted in organization-wide re-engineering and an improved service delivery system. Additionally, Solectron supported NOVA's reorganizing process by donating all of the needed furnishings and equipment to the newly established Business Service Center, thus creating a truly professional and user-friendly environment. Solectron also provided a cash grant to NOVA's Youth Employment Office to launch a series of employment preparedness workshops for high school youth in Milpitas.

The **San Diego Workforce Partnership's** stories of their many successful operators, contractors, and partners contributed to another year of local media interest in San Diego workforce issues. The Workforce Partnership developed key alliances with news media that helped raise jobseeker brand awareness from six percent to over 54 percent this year.

The "8 At Work" Initiative began as a Web site co-sponsored by SanDiegoAtWork.com and KFMB TV Channel 8, San Diego's CBS affiliate. Strengthened this year by the KFMB news team, local weekly news segments highlighted the many workforce programs and services. Also, live "phone banks" during the 5:00-7:00 p.m. newscast allowed job seekers to phone in with questions. This project ran during the November "sweeps" and so improved ratings at KFMB that the station requested three additional repeats of the project. Over 20,000 people attended the annual Leadership Day resource fair at

Qualcomm stadium, hosted by San Diego's ABC affiliate, KGTV Channel 10. The Workforce Partnership championed the "Employment, Education and Training Zone." Taking the One-Stop Career Centers "on the road" was the theme this year, with gratifying results.

KNSD stepped up to the plate to create awareness of the i:bsmart/School-to-Career program. General Manager Phyllis Schwartz accepted an award at the i:bsmart kick-off event for KNSD's role in cultivating a dynamic internship program at the station. KNSD also developed an interactive Web site for recruiting businesses and students and supported the i:bsmart team's media efforts by developing public service announcements with Mayor Dick Murphy and station talent throughout the year.

The **Foothill Local Board** unveiled the Mobile Training Unit (MTU), a 37-foot recreation vehicle converted into a mobile One-Stop Career Center. The unit's interior has 10 high-tech computer workstations featuring community resources information, self-directed job-search software, Web-based learning, occupational skill assessment, computer software training, and tutorial programs. The MTU is also equipped with Internet access and travels to high-unemployment communities to conduct recruitment and to provide WIA core services.

The business community has also benefited from the fact that the MTU can be used for employee recruitment, job fairs, employer interviews, skills

testing, and upgrade training. It is a very effective tool for rapid response activities because it can be parked at an employer's site, providing real-time assistance to affected employers and displaced workers.

In 2001, the Showcase Award was presented to the Foothill Workforce Investment Board at DOL's Joint Employment and Training Conference (JETT*CON 2001). The Showcase Award recognizes successful and innovative public workforce development programs that utilize technology to provide world-class service. The MTU was honored as one of the nation's most effective approaches to using cutting-edge technology to provide high-quality employment and training services.

Chapter 5

The WIA System: Economic Development

The One-Stop systems in California continue to develop services and strategies that support businesses and local and regional economic development. To assist these local efforts, and in recognition of the critical role small businesses play as a major driver of the State's economy, the State Board established a **Small Business Work Group** to assess the training and employment needs of small businesses throughout the State. During the winter and spring of 2002, the workgroup conducted four large forums in Fresno, Long Beach, Redding, and San Francisco. Over 300 persons attended these forums, representing approximately 200 small businesses. Information from the forums will be used on an ongoing basis to better inform the State Board of concerns that all businesses in California have with, and suggestions they have for improvement to the WIA system.

In the 2001-02 program year, California continued to expand the relationship between the WIA system and businesses. Responding to circumstances, California used much of its Dislocated Worker funding to respond to the economic downturn led by a drop in the high-tech sector and the economic and social changes resulting from the September 11 attack.

September 11 Response

"We must do everything in our power to keep our firefighters safe and secure."

– Governor Gray Davis

Governor Davis used WIA 15 Percent Discretionary Funds to ensure the safety of Californians as it became clear that the effects of September 11 would remain with us far longer than the ruins of the tragic attack. The Governor awarded \$951,000 to the California Firefighter Joint Apprenticeship Committee to provide specialized training in response to chemical, biological, and other terrorist threats. The Governor announced the grant at the unveiling of the new California Firefighters' Memorial Wall in Sacramento.

“We do not want Californians who lost their jobs because of the tragic events of September 11 to be twice victimized by the acts of terrorists.”
– Governor Gray Davis

The **Los Angeles Phoenix Project**, funded with \$11.5 million of 25 Percent Dislocated Worker funds, serves laid-off employees in and around Los Angeles International Airport. All eight Local Boards in Los Angeles County are participating in a regional project to provide rapid response and employment and training services to affected workers. The **City of Los Angeles Local Board** served as the lead agency. Other participants include the Local Boards of **Los Angeles County, Southeast Los Angeles County, South Bay, Verdugo, Carson/Lomita/Torrance, the City of Long Beach, and Foothill Training Consortium.**

The **San Mateo County Local Board** was awarded \$2.5 million from 25

Percent Dislocated Worker funds to help the more than 5,000 dislocated workers who were laid off by airlines and related travel industries. The **San Mateo County, City of San Jose/Silicon Valley, City of San Francisco, and City of Oakland Local Boards** applied for this grant immediately following the events of September 11, 2001.

In order to reach the San Francisco Airport community, a temporary re-employment center was created to provide information and resources on-site at the airport. This collaborative effort involved the **San Mateo County Local Board**, the San Mateo County Central Labor Council, the airline industry, and others. Rapid Response Teams from San Mateo, San Jose, San Francisco, Alameda and Contra Costa Counties all participated in this effort. The County of San Mateo Employee and Public Services Department also participated in on-site recruitments at the Airport Center.

On February 27, 2002, the **Orange County Local Board**, in partnership with the Orange County Board of Supervisors and the **Anaheim and Santa Ana Local Boards**, sponsored the first Orange County Economic Recovery Job Fair at the Anaheim Convention Center. More than 150 employers and resource agencies participated, and more than 5,000 job seekers attended.

The **San Diego Workforce Partnership** convened a meeting of hospitality industry leaders to discuss the impact of the terrorist attacks on that region. While the employers were trying to “manage” the economic downturn by

giving people time off and reducing work hours, there was tremendous concern about future layoffs and business closures.

As a result of this meeting, the Workforce Partnership developed a community resource event and job fair. The event was promoted at a press conference and by an op-ed piece in the San Diego Union-Tribune, and it provided an opportunity for job seekers to meet with employers, receive career advice from One-Stop staff, and attend valuable workshops to help improve their skills. More than 80 employers attended the one-day event.

Technology to Teaching

On November 19, 2001, Governor Davis announced a new initiative that provides laid-off technology workers with the option of entering the education workforce by becoming math and science teachers in K-12 schools. The statewide program goal is to provide 200 new science and math teachers at a cost of approximately \$1.6 million in WIA 25 Percent Dislocated Worker funds. With the changes in Silicon Valley's economy due to downsizing in the high-technology industry, the Governor took this opportunity to provide a new career path to individuals laid off from high-tech jobs by training them to help California meet the increased demand for new teachers at the State's public schools.

As a result, Technology to Teaching Programs are offered through the **City**

of Richmond, Oakland, Alameda, Contra Costa County, NOVA, City of San Jose/Silicon Valley, Sonoma County, and Ventura County Local Boards.

Also, when unemployment in the Greater San Francisco Bay Area rose above six percent, the Governor approved 25 Percent Dislocated Worker Funds for two additional projects (Re-Tech in San Jose, at \$7.2 million, and NOVA at \$7 million), principally to serve workers laid off in the high-tech industry.

Innovations

"The MCSE training I received enabled me to better understand the problems our workforce was facing and to solve them. It was instrumental in helping me to make some changes to the network that have really improved our productivity and efficiency."

– Alice Hammonds of AstroPak

In January 2002, the **City of Long Beach Local Board** received a grant for a "TechForce" initiative to provide high-technology training to local small businesses, with the goal of serving 300 employed clients in such fields as database development, network design, business applications, and software programming over a two-year period.

Long Beach has provided over 30 small businesses and nearly 100 workers with new skills in leading edge technology to bridge the gap between the skills possessed by its workers and the skills required to remain competitive.

The **North Central Counties Consortium (NCCC) Local Board's Colusa County One-Stop** received a grant from the U.S. Department of Commerce, Economic Development Administration, for a position in the One-Stop center to conduct a survey of businesses in Colusa County. They also received a grant from the United States Department of Agriculture (USDA) for the survey, to engage in marketing activities, gather results, and to visit businesses, observe their operations, and identify their current needs.

Additionally, NCCC used WIA funds to assemble a team of professionals to develop a database of employers, identifying their needs, how the workforce system can help fill those needs, and how the system can intervene before a business closure. The most prominent need was for money, so the project developed a Partnership Lending Initiative (PLI). The PLI is in the first stages of bringing together Community Development Block Grants under the One-Stop to market, help create business plans, and fund local businesses. So far, the PLI has received \$500,000 from USDA in revolving loan funds. The Colusa One-Stop is working with over 45 businesses on planning retention and expansion.

The **Stanislaus County Local Board** has embarked on a unique initiative to link economic development with education and workforce preparation. Stanislaus County has formed a new board and corporation that dissolved the previous economic development corporation; the new body is the Stanislaus Economic

Development and Workforce Alliance Board.

The Alliance has the broadest responsibilities, not only in oversight of WIA programs, but also in overseeing economic development activities for Stanislaus County and each of its nine incorporated cities. It is a joint public/private venture funded by federal WIA funds and by contributions from private businesses and each of the County's nine incorporated communities.

The Alliance is the first such corporation in California and has proven effective in meeting the needs of job seekers and business. It is a joint effort of private industry, business, and government to coordinate and leverage community resources.

Throughout California's One-Stop Career Center System, Local Boards such as **Sacramento County, Tulare County**, and **Orange County** have created business-focused sites and units to ensure the link to local economic development. The **Tulare County Local Board**, for example, learned through a local survey that the business community is more likely to visit a resource room that is dedicated and tailored to their needs. Also, the Tulare County Local Board has taken a leadership role in promoting economic vitality by making Tulare County the only designated Business Incentive Zone (BIZ) in California.

California's local One-Stop systems have increasingly become important partners with local businesses. For

example, the **Santa Ana Local Board's** One-Stop system, the **Santa Ana Work Center**, has become an out-source for job offerings by local businesses. The WIA system is an important business partner in Santa Ana; many local companies rely solely on the Santa Ana Work Center for their recruitment needs and have placed 13,000 workers in the last eight years through the Work Center with State Enterprise Zone tax credits.

The **Ventura County Local Board** exemplifies a local system that has continually improved its linking of workforce preparation with economic development. The Ventura Local Board contracts with the Economic Development Collaborative-Ventura County (EDC-VC) to create jobs and provide rapid response services to employers as they expand and grow their businesses or as they face the need for downsizing. Through its Business Enhancement Program, the EDC-VC has already provided assistance to 42 firms, saving 57 jobs and creating more than 90 new ones.

Over the past two years, the **San Diego Workforce Partnership** has spent much time and effort studying the education and workforce development needs of the biosciences industry cluster, an emerging industry in San Diego's economy that plays a critical role in the economic prosperity of the region. Biosciences actually comprise two separate industry clusters: 1) biomedical products and 2) biotechnology and pharmaceuticals.

In support of this industry cluster, the San Diego Workforce Partnership has:

- ✓ Developed an industry "Focus Coalition" comprised of chief executive officers, human resource representatives, and other high-ranking officials from the industry, as well as educators from postsecondary programs. The group has met to discuss the workforce needs of the industry and, as a result, published a Strategic Workforce Development Plan for the region that serves as a blueprint for meeting the needs of the biosciences industry;
- ✓ Conducted an in-depth study of the occupations, current hiring practices, and the use of H1-B visas throughout the industry;
- ✓ Partnered in San Diego's Summer Youth Internship Campaign, which a prominent chief executive officer from the industry co-chaired, and through which the BIOCOM Association (an association of biotech companies) worked with its members to hire more than 70 students for summer internships;
- ✓ Made the BIOCOM President and Chief Executive Officer a member of the Workforce Partnership's Board of Directors;
- ✓ Initiated a dialogue between the industry's human resources representatives and the local community college district to better match current hiring needs with classroom curricula; and
- ✓ Supported several firms in providing services to avert layoffs and support downsizing where it is needed.

Chapter 6

California State WIA Evaluations

California is in the process of doing a State evaluation of WIA implementation. The first phase of this evaluation includes the program-level evaluations described below. Taken together, these and other efforts should establish the necessary foundation on which the State can evaluate WIA implementation during the 2002-03 program year. Once completed, those results will lead to further State evaluation, which will take place during the 2003-04 program year.

Caregiver Training Initiative (CTI)

The focus of the Governor's CTI is to recruit, train, and retain workers in all the direct caregiver and health care occupations. The State contracted for an evaluation of this program by a team from the University of California Los Angeles (UCLA) School of Public Policy and Social Research and the University of California San Francisco (UCSF) Center for the Health Professions.

The evaluation objectives are to:

- ✓ Determine whether CTI strategies were effective in increasing recruitment, training, and retention of caregivers;
- ✓ Determine whether the CTI can develop and implement effective caregiver career ladders;
- ✓ Determine whether CTI strategies contributed to an improved work environment for caregivers and other staff;

- ✓ Assess the effect of CTI strategies on populations receiving caregiver resources;
- ✓ Develop a better understanding of the labor market for caregivers, including external policy and other factors affecting the market; and
- ✓ Suggest improvements in the program's design and operation.

The results of the evaluation will include Early and Final Labor Market Analysis Reports, an Early Process Study, and a Final Process and Outcome Report. The Early Labor Market Analysis Report was completed on October 15, 2001, and the Final Labor Market Analysis Report was completed on September 15, 2002. The Early Process Study was completed on May 15, 2002. The Final Process and Outcome Report is due October 1, 2003.

Nurse Workforce Initiative (NWI)

The Governor's NWI addresses California's growing nursing shortage by using WIA funds to train additional licensed nurses in California. The state has also contracted with the UCSF Center for the Health Professions and the UCLA School of Public Policy and Social Research to conduct an evaluation of the NWI. The objectives of this evaluation are to:

- ✓ Determine whether NWI strategies were effective in increasing recruitment, training, and retention of nurses;

- ✓ Determine whether financial incentives provided under the NWI led to an increase in training slots at public or private two- and four-year colleges and universities;
- ✓ Determine whether the NWI can develop and implement effective career ladders for nurses;
- ✓ Determine whether NWI strategies contributed to an improved work environment for nurses and other staff;
- ✓ Develop a better understanding of the labor market for nurses including the manner by which external policy and other factors affect the market; and
- ✓ Suggest improvements in California's methods of training and retaining health workers.

The evaluation results will include Early and Final Labor Market Analysis Reports, an Early Process Study, an Interim Process Study, and a Final Process and Outcome Report. The evaluation was started during the 2001-02 program year. The Early Labor Market Analysis Report is due on September 1, 2003, and the Final Labor Market Analysis Report on September 1, 2004. The Early Process Study is due on October 1, 2003, the Interim Process Study on November 1, 2004, and the Final Process and Outcome Report on February 1, 2006.

Regional Workforce Preparation and Economic Development Act (RWPEDA)

The State contracted with Berkeley Policy Associates (BPA) from October 1, 2001, to June 30, 2002, to evaluate California's Regional Workforce Preparation and Economic Development Act (Chapter 990, Statutes of 1998). The purpose of this evaluation by BPA was to review, assess, and learn from the implementation of the Act.

Specifically, the focus was on the Act's three components: (1) joint leadership by education, health and human services, and trade and commerce agencies; (2) creation of a policy framework document integrating workforce preparation with economic development; and (3) funding regional partnerships to test the model established by the Act. The BPA evaluation examined both the process and the outcomes of activities to determine the extent to which the goals of the Act were achieved. The findings from this analysis would then assist with improving, sustaining, and replicating state, regional, and local collaborations.

Six regional partnerships were selected through a competitive process to receive three years of funding to implement the Act. For the third year of funding, the regional partnerships received \$1 million of WIA 15 Percent Discretionary Funds. The six regional partnerships selected to implement the Act were:

- ✓ EASTBAY Works Collaborative,

- ✓ Humboldt County Workforce Development Partnership,
- ✓ Inland Empire Economic Investment Collaborative,
- ✓ Los Angeles County Workforce Preparation and Economic Development Collaborative,
- ✓ Northern San Joaquin Valley Regional Collaborative,
- ✓ Ventura County Regional Workforce and Economic Development Collaborative.

The final report was completed and delivered on June 28, 2002, and is available on-line at <http://www.calwia.org/>.

Worker Profiling and Reemployment Services (WPRS)

The EDD has conducted an extensive evaluation of the WPRS over the past two years. The final results for this effort are currently under review and should be available within the next two months. The first part of this review included an analysis of the history and assumptions of WPRS in California, weighed against the actual performance of the WPRS system.

The second part of the evaluation (funded through a Significant Improvement Grant from DOL) examined implementation of Initial Assistance Workshops (California's core Dislocated Worker intervention). The third part of the evaluation looked at the outcomes of UI benefit exhaustion for a representative sample of UI claimants

who received profiling scores through the California WPRS model.

Southern California Regional Performance Excellence Forum

The EDD and the State Board are active participants with the Southern California Regional Performance Excellence Forum. This effort receives some funding from both the DOL and WIA 15 Percent Discretionary funds. EDD and the State Board worked with local leadership to develop a survey on the extent to which customer satisfaction measurements and continuous improvement activities have been implemented in One-Stops in Southern California. The results from this survey will be available on the State Board's Web site in December 2002. Based on what is learned through this effort, the EDD and the State Board plan to conduct similar research in other parts of California during Fiscal Year 2002-03.

Ongoing Development of Evaluation Systems

In addition to the tools described above, California has a number of developing systems that provide the basis for continuous performance outcome evaluation. These include:

- ✓ A State-developed module within the statewide Job Training Automation system that allows both the State and Local Areas to evaluate program outcomes on a quarterly

basis. The system returns wage-record data to Local Areas on a quarterly basis, allows them to submit supplemental performance data, and calculates each of the 17 performance measures. This has allowed the State to continuously evaluate Local Areas' performance and individual employment and training initiatives on the mandated performance measures.

This system also allows Local Boards and programs receiving WIA 15 Percent Discretionary Funds to monitor their own outcomes in the aggregate, by local agency code, and on a client-specific basis. The State has evaluated outcomes through this system for most of Program Year 2001-02, while implementing system enhancements to address local needs. Completing the development of this system module is a major milestone in the State's outcome evaluation process.

- ✓ From a broader perspective, California has continued to develop its **Performance Based Accountability (PBA) system** to evaluate the broader system performance. Many WIA partners participate in this system, including the EDD's WIA Title IB, Wagner-Peyser, and California Training Benefits programs, the Department of Rehabilitation's Vocational Rehabilitation programs, the California Department of Social Services' California Work Opportunity and Responsibility to Kids (Temporary Assistance to Needy Families) Program, the

California Department of Education's Adult Education Regional Occupation programs, the California Employment Training Panel incumbent worker programs, and the California Community Colleges.

The PBA system currently uses common performance measures across the partner entities. It looks at student/participant employment and earnings outcomes one, two, and three years after program participation. This system will provide the basis for analysis and evaluation of California's workforce investment system. Currently, data from this system are available only on an annual basis. The system should be fully operational in 2004.

- ✓ Finally, to enhance existing systems in the coming year, California will evaluate the Common Performance Measures recently approved by the OMB to determine how these might support the State's current outcome evaluation system.

Program Effectiveness

As previously mentioned, California's PBA System provides a framework for assessing the effectiveness of workforce and training programs in California. Although, the PBA data are not as current as the performance outcomes reported for the WIA program, the three years of PBA data available for most programs provides a representative picture of program success.

A successful employment outcome is measured somewhat differently within the PBA and WIA systems, however the data provide a good general indicator of relative program success. Employment retention outcomes for WIA participants in Program Year 2001-2002 averaged 81.9 percent for the Adult Program and 88.1 percent for the Dislocated Worker Program. PBA data for California's workforce preparation system reflect employment rates averaging 76 percent to 86 percent across all similar program participants reported in program years between 1995 and 1998. For AFDC/TANF participants alone, outcomes reflect employment rates ranging from 73 percent to 89 percent for individuals completing similar programs in the 1997-1998 program year

Earnings measures can be similarly analyzed across the PBA programs and the WIA. PBA data for California's workforce preparation system reflect earnings levels ranging from \$10,413 to \$14,091 across similar program participants with weak prior attachment to the labor force. Adult Program participant earnings in the WIA 2001-2002 program year averaged \$15,831, exceeding the poverty level for a family of three. For participants of similar programs with stronger prior attachment to the labor force, PBA outcomes ranged from \$19,607 to \$21,063. Dislocated Worker Program earnings outcomes for WIA participants in 2001-2002 program year averaged \$23,860.

Given the range of workforce preparation and training services that are measured in the 2001-2002 WIA data

and the 1997-98 PBA data, and the different methodology and cohort groupings, when taken together, the WIA performance outcomes appear strong. These improved results imply that the WIA program is a strong and effective partner in California's workforce preparation system.

Program Activity		Total Federal Spending	
Local Adults		\$274,498,563	
Local Dislocated Workers		\$245,896,384	
Local Youth		\$240,516,746	
Rapid Response		\$76,083,606	
Statewide Required Activities		\$7,508,612	
Statewide Allowable Activities	Program Activity Description		
		Statewide Support, Oversight, Coordination	\$12,011,105
		Veterans’ Programs	\$12,930,462
		Job Service	\$9,246,873
		Nurses’ Training	\$10,844,204
		Miscellaneous	\$39,137,033
Total of All Federal Spending			\$928,673,588

Chapter 7

Performance Outcome Successes

During the second program year of the WIA, California's performance results reflected success. California exceeded the majority of the negotiated goals on the performance measures. Although the State experienced an economic downturn during this measurement period, WIA programs were effective in placing over 18,000 Adults, Dislocated Workers, and Older Youth (ages 19 to 21) into jobs where they experienced a gain in their earnings. More than 16,000 of these individuals were still employed six months after they left the program.

State Performance Outcomes

California's results are positive for all of the entered employment and retention rates. The lower performance outcome on the earnings rate for Adults can be attributed to the lack of reliable WIA baseline data used in negotiating the expected levels of performance. The expected level was based on previous JTPA customers' outcomes. However, the population served under the WIA was clearly different.

The first year of the WIA was based largely on the old JTPA exited customers that included an eligibility requirement of a low-income status. WIA does not require this same characteristic, therefore many customers started in WIA with an average of 157 percent higher pre-program income than the JTPA customers. This created a significantly higher bar to reach, as the projected earnings gain was not addressed in the State performance level

negotiations. Even with this consideration, those participants in the second program year still had a 13 percent higher post program wage than the first year participants. The second year WIA adult participants experienced a 169 percent increase from their pre-WIA wages to their post-WIA wages. An added note of interest: those customers that received WIA training had a higher increased earnings that were above the negotiated rate, than those that did not receive a training service.

The State's performance on each of the Younger Youth rates was above the level negotiated with the DOL. This success is in part due to improvements in the design of youth programs. These actions have had a positive impact on youth performance outcomes during this program year.

The State's performance on the credential rate has shown significant improvement due to improved data collection procedures. California, along with many other states, continued to struggle with the successful attainment of credentials among Older Youth program participants for the second year of WIA implementation. The design of the credential measure for both Older and Younger Youth includes all youth that enrolled in WIA, regardless of whether the participant received a training service of which a credential is an expected result.

This creates an unrealistic expectation for Older Youth that did not receive a training service. Efforts are underway to better inform and educate Local

Board staff on the requirements for this measure. The State is encouraging Local Board staff to work with their providers to increase the number of training programs that issue certificates of completion to customers, where appropriate. These efforts should have a positive impact on the outcomes achieved next year.

State Board staff is working with the EDD and Local Boards as part of our commitment to continuous improvement of services to customers. This is reflected in the positive customer satisfaction survey results during the current program year. The ACSI score of 76.63 for participants and 76.3 for employers indicate that program participants were satisfied overall with the services they received. The EDD is actively working with the outside contractor that conducts the State's telephone customer satisfaction surveys to improve the survey response rates.

State of the State Labor Market Information Excerpt*

From January 2001 to July 2002, the number of unemployed Californians rose 292,000. The California unemployment rate stood at 6.3 percent In July 2002, up from the 30-year low of 4.7 percent in February 2001. The U.S. rate was 5.9 percent, up from its 30-year low of 3.9 percent in October 2000.

*Source: Employment Development Department, Labor Market Information Division, The State of the State's Labor Market - Labor Day Briefing, September 2002

As of July 2002 there were nearly 16.5 million working Californians. Nine percent of working Californians were self-employed. Four out of five Californians worked full-time and four percent held more than one job.

There were 1.1 million unemployed Californians. More than half were unemployed due to the loss of a job and one-quarter were re-entering the labor force after a period of absence. Regional unemployment rates in California varied widely, ranging from a low of 3.9 percent in the Southern Border to a high of 11.9 percent in the San Joaquin Valley in 2001. The 2001 annual statewide unemployment rate was 5.3 percent. The economic slowdown hit the San Francisco Bay Area economy particularly hard due to its heavy concentration of high technology industries. The region's unemployment rate was 6.1 percent in July. The regional rate had been 2.1 percent as recently as December 2000.

State Level Tables

Adult WIA Program

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	numerator denominator
Entered Employment Rate	68.0%	76.7%	10,044 13,092
Employment Retention Rate	76.0%	81.9%	9,205 11,234
Earnings Change in Six Months	\$3,600	\$3,419	\$35,776,606 10,464
Employment And Credential Rate	50.0%	53.8%	3,109 5,774

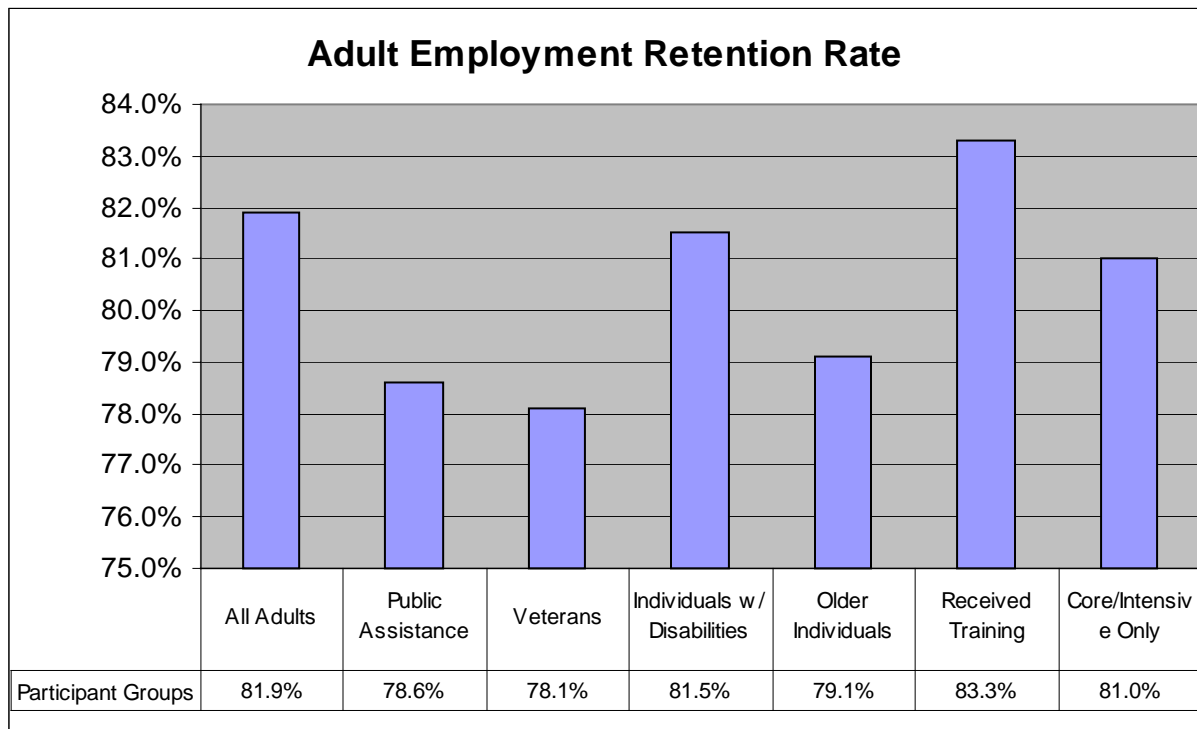
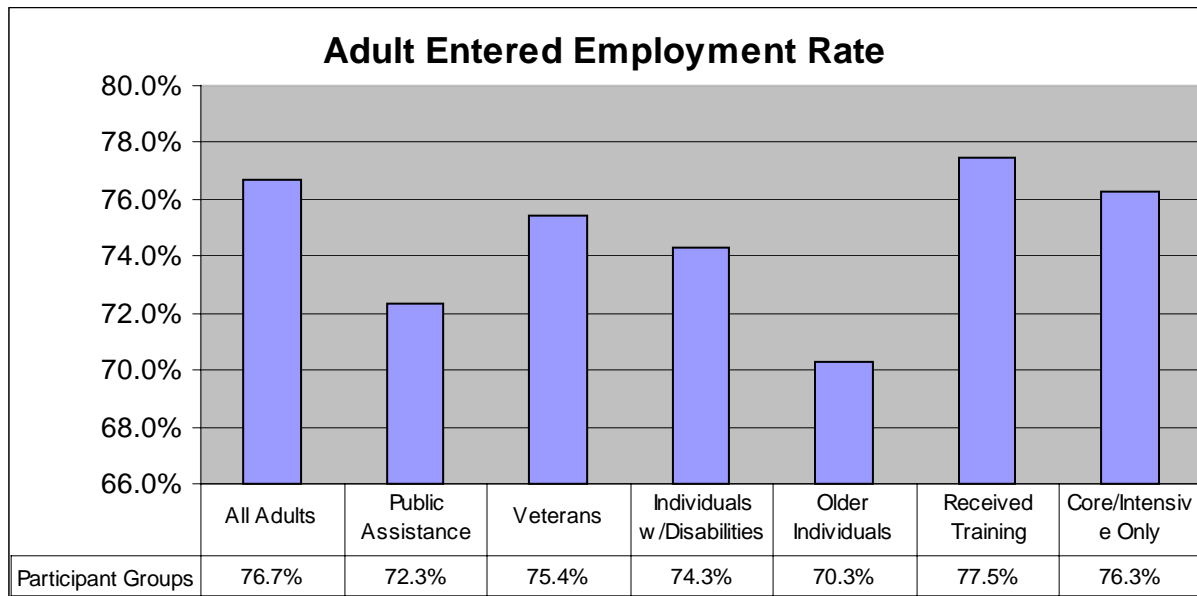
Table C - Outcomes for Adult Special Populations

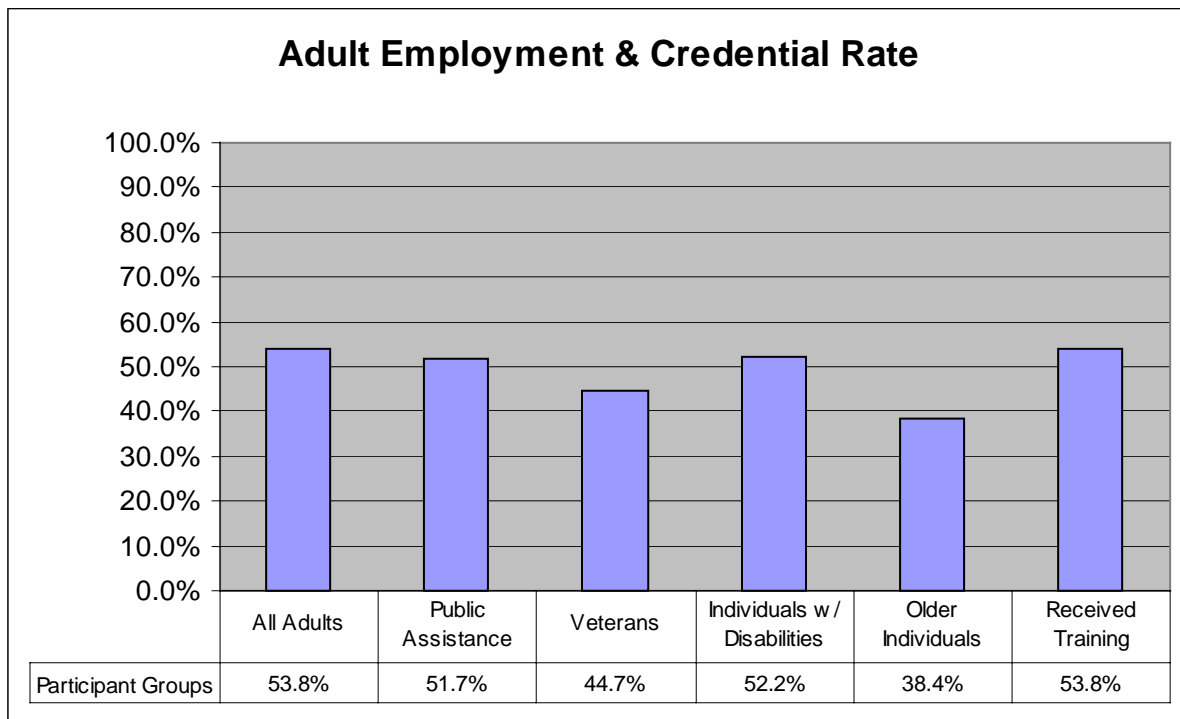
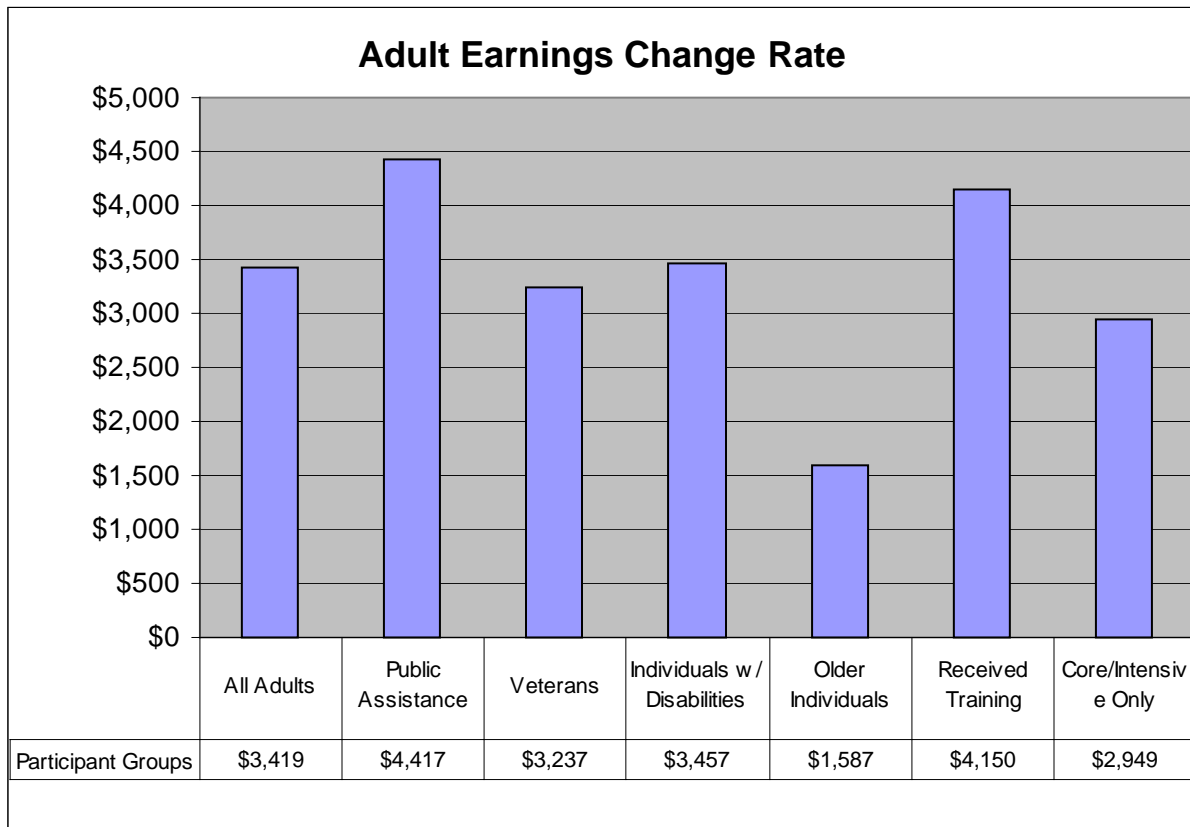
	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	71.8%	1,419 1,977	75.4%	1,556 2,063	74.3%	1,380 1,858	70.3%	842 1,197
Employment Retention Rate	79.0%	1,261 1,596	78.1%	1,304 1,669	81.5%	1,188 1,457	79.1%	713 902
Earnings Change in Six Months	\$4,359	\$6,337,832 1,454	\$3,237	\$4,632,229 1,431	\$3,457	\$4,453,098 1,288	\$1,587	\$1,326,325 836
Employment And Credential Rate	51.7%	700 1,355	44.7%	395 883	52.2%	347 665	38.4%	146 380

Table D - Other Outcome Information for the Adult Program

	Individuals Who Received Training Services		Individuals Who Received Only Core & Intensive Services	
Entered Emploment Rate	77.5%	3,905 5,036	76.3%	6,116 8,018
Employment Retention Rate	83.3%	3,767 4,520	81.0%	5,416 6,689
Earnings Change in Six Months	\$4,150	\$16,903,593 4,073	\$2,949	\$18,783,739 6,370
Employment And Credential Rate	53.8%	3,109 5,774		

Adult Programs (continued)





Dislocated Worker WIA Program

Table E - Dislocated Worker Program Results At-A-Glance

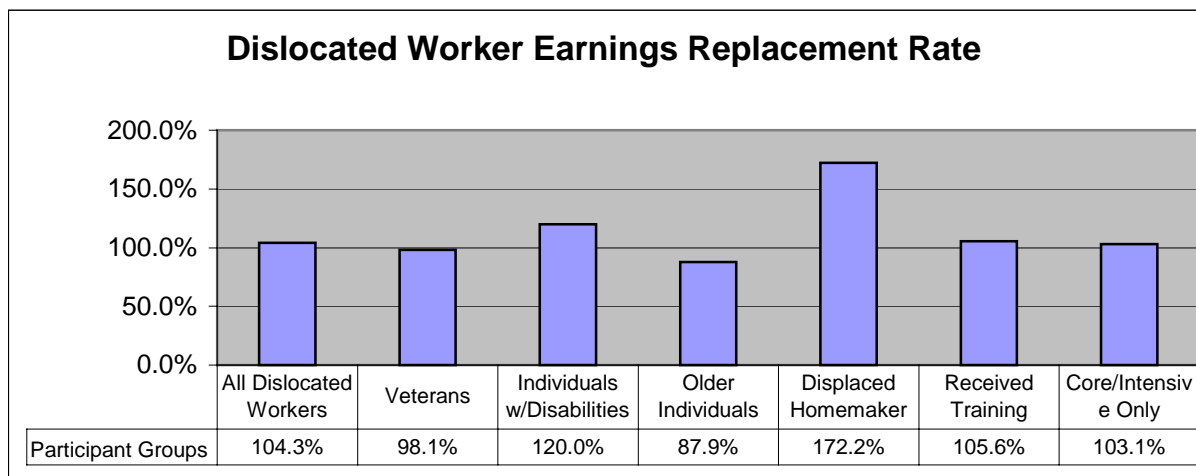
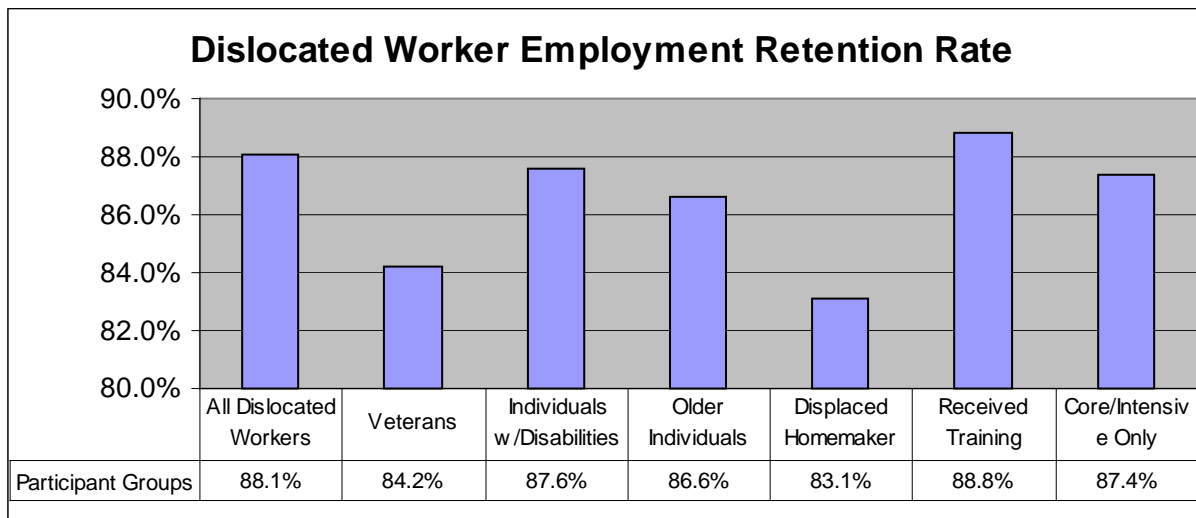
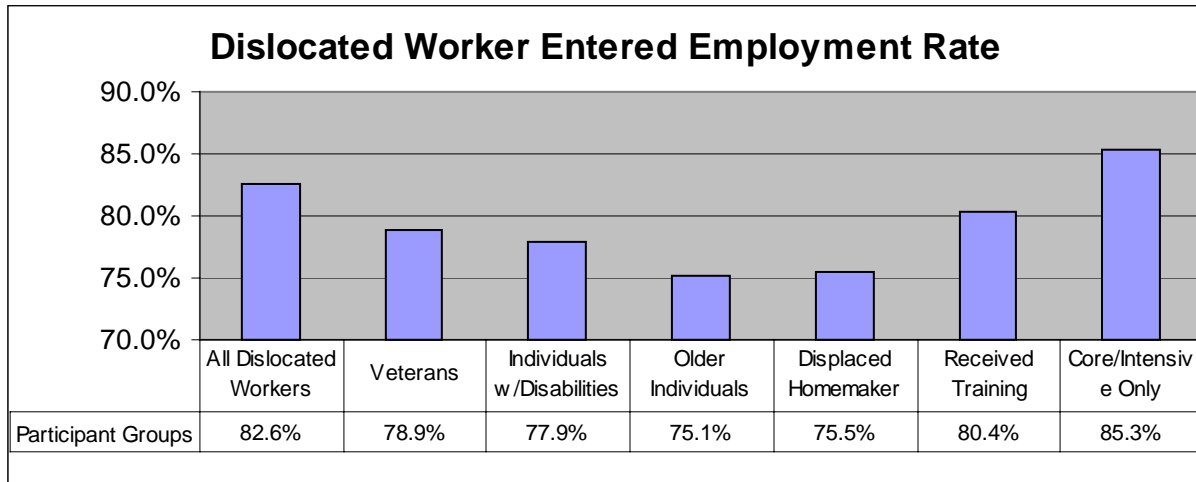
	Negotiated Performance Level	Actual Performance Level	numerator denominator
Entered Employment Rate	69.0%	82.6%	7,068 8,562
Employment Retention Rate	83.0%	88.1%	6,229 7,068
Earnings Replacement in Six Months	86.0%	104.3%	\$88,999,200 \$85,340,895
Employment And Credential Rate	42.0%	57.9%	2,785 4,808

Table F - Outcomes for Dislocated Worker Special Populations

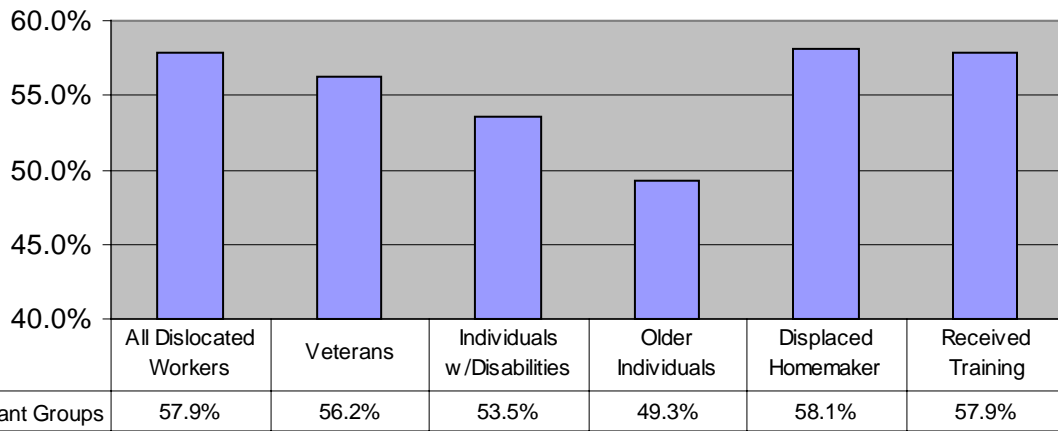
	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	78.9%	607 769	77.9%	348 447	75.1%	837 1,115	75.5%	77 102
Employment Retention Rate	84.2%	511 607	87.6%	305 348	86.6%	725 837	83.1%	64 77
Earnings Replacement Rate	98.1%	\$8,937,789 \$9,106,899	120.0%	\$4,512,855 \$3,759,598	87.9%	\$9,927,793 \$11,294,157	172.2%	\$778,026 \$451,826
Employment And Credential Rate	56.2%	257 457	53.5%	136 254	49.3%	283 574	58.1%	43 74

Table G - Other Outcome Information for the Dislocated Worker Program

	Individuals Who Received Training Services		Individuals Who Received Only Core & Intensive Services	
Entered Emploment Rate	80.4%	3,772 4,692	85.3%	3,281 3,848
Employment Retention Rate	88.8%	3,350 3,772	87.4%	2,866 3,281
Earnings Replacement Rate	105.6%	\$43,608,649 \$41,299,538	103.1%	\$45,182,963 \$43,833,943
Employment And Credential Rate	57.9%	2,785 4,808		



Dislocated Worker Employment & Credential Rate



Older Youth WIA Program

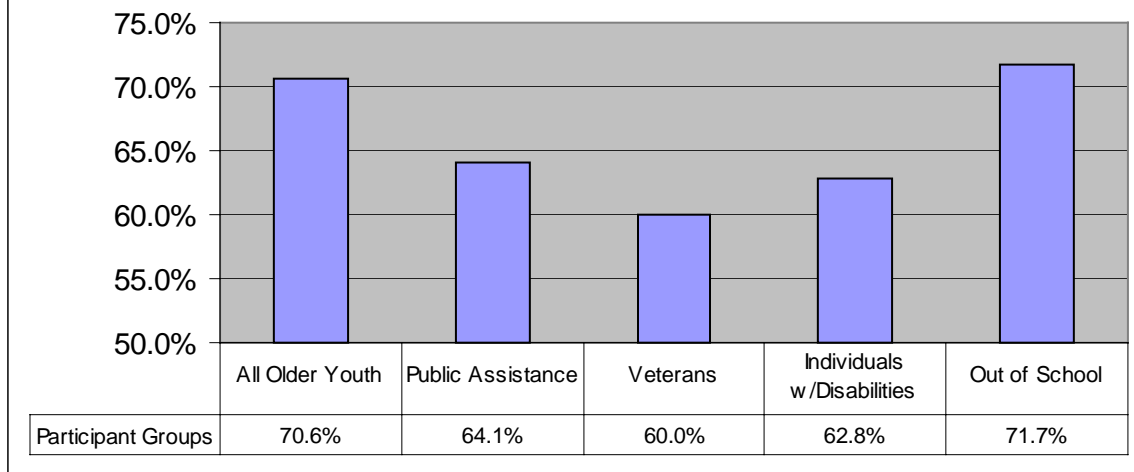
Table H - Older Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	numerator denominator
Entered Employment Rate	56.0%	70.6%	1,013 1,434
Employment Retention Rate	72.0%	79.2%	859 1,084
Earnings Change in Six Months	\$2,600	\$3,191	\$3,283,284 1,029
Employment And Credential Rate	42.0%	27.1%	442 1,631

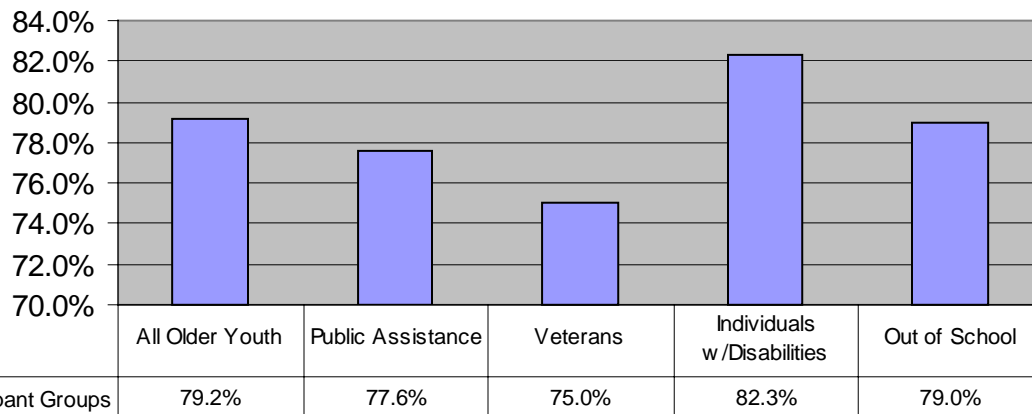
Table I - Outcomes for Older Youth Special Populations

	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	64.1%	234 365	60.0%	3 5	62.8%	86 137	71.7%	893 1,246
Employment Retention Rate	77.6%	191 246	75.0%	3 4	82.3%	79 96	79.0%	757 958
Earnings Change in Six Months	\$3,351	\$784,232 234	\$2,785	\$11,140 4	\$3,087	\$287,062 93	\$3,230	\$2,945,374 912
Credential Rate	22.4%	92 410	33.3%	2 6	27.3%	44 161	26.6%	373 1,403

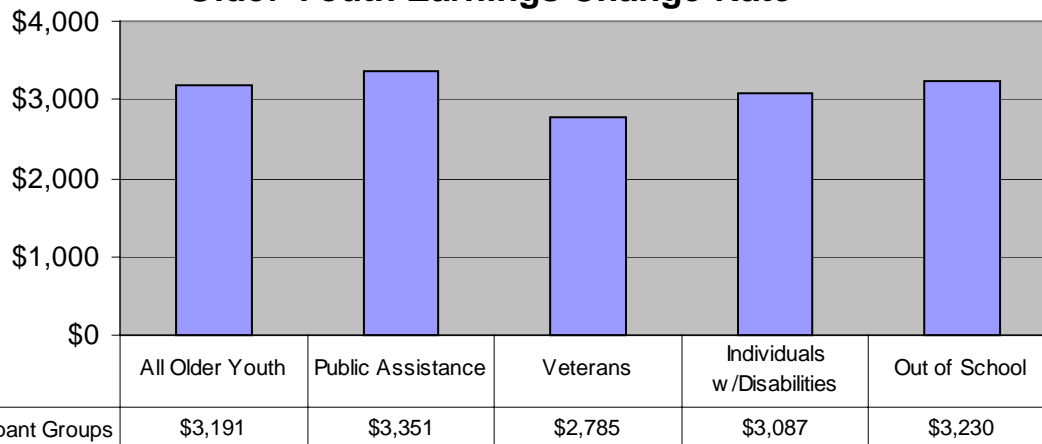
Older Youth Entered Employment Rate



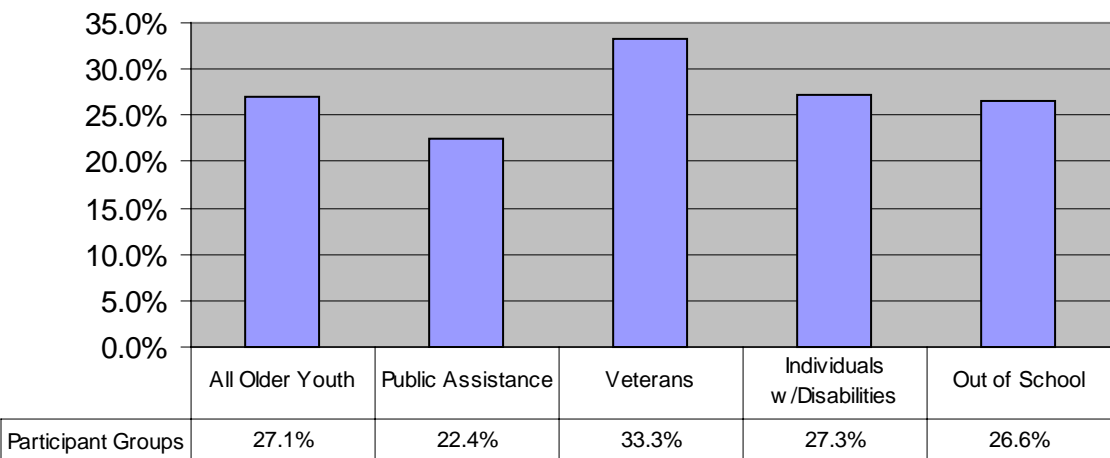
Older Youth Employment Retention Rate



Older Youth Earnings Change Rate



Older Youth Employment & Credential Rate



Younger Youth WIA Program

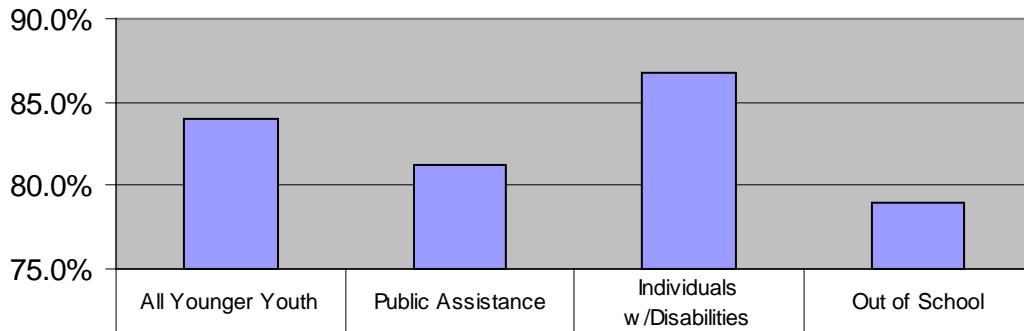
Table J - Younger Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	numerator denominator
Skill Attainment Rate	70.0%	84.0%	28,194 33,575
Diploma or Equivalent Rate	42.0%	52.9%	3,668 6,938
Retention Rate	42.0%	53.3%	2,426 4,549

Table K - Outcomes for Younger Youth Special Populations

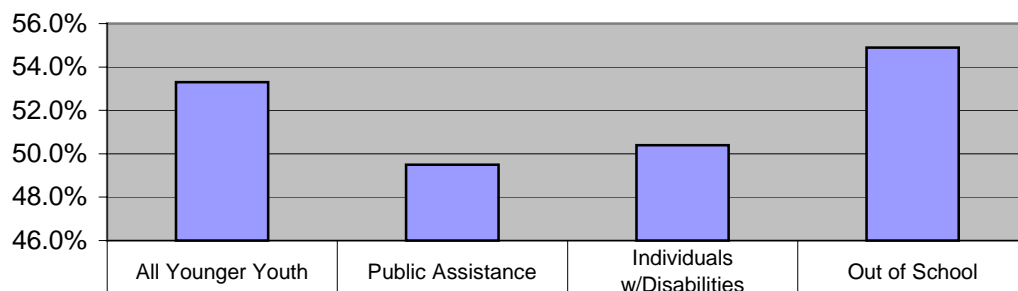
	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	81.3%	$\frac{9,789}{12,035}$	86.8%	$\frac{4,553}{5,248}$	79.0%	$\frac{2,378}{3,009}$
Diploma or Equivalent Rate	50.0%	$\frac{1,119}{2,238}$	54.1%	$\frac{699}{1,292}$	25.7%	$\frac{195}{760}$
Retention Rate	49.5%	$\frac{737}{1,489}$	50.4%	$\frac{403}{799}$	54.9%	$\frac{486}{885}$

Younger Youth Skill Attainment Rate



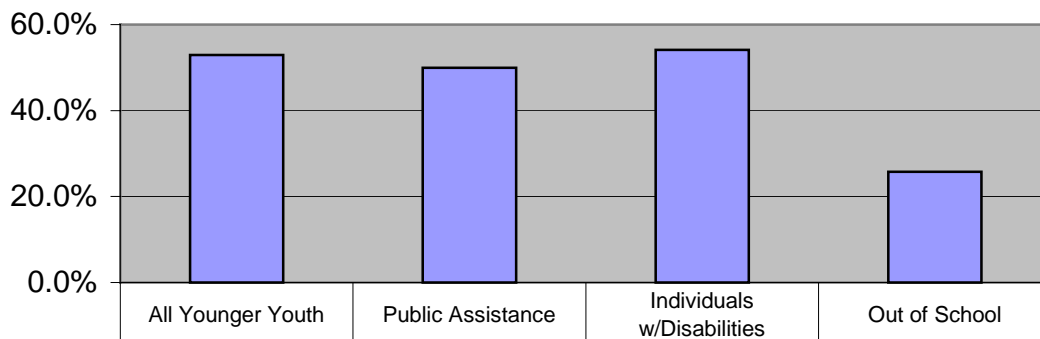
Participant Groups	84.0%	81.3%	86.8%	79.0%
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Younger Youth Retention Rate



Participant Groups	53.3%	49.5%	50.4%	54.9%
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Younger Youth Diploma Rate



Participant Groups	52.9%	50.0%	54.1%	25.7%
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Other Reported Information

Table A
Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance ACSI	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Program Participants	67%	76.63%	600	60521	1752	34.24
Employers	65%	76.3%	501	81980	1068	46.91

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) Or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	68.1%	9,305 13,660	\$3,717	\$49,225,071 13,241	3.2%	327 10,163	\$4,472	\$42,732,043 9,556	41.7%	4,234 10,163
Dislocated Workers	75.3%	13,917 18,474	92.4%	\$217,026,097 \$234,903,157	3.0%	193 6,397	\$6,740	\$45,492,718 6,750	47.0%	3,005 6,397
Older Youth	69.4%	1,439 2,075	\$3,362	\$6,805,281 2,024	2.0%	18 884	\$2,694	\$2,608,267 968		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	56,806	29,666
Dislocated Worker	35,333	15,057
Older Youth	6,891	2,781
Younger Youth	37,421	14,866

The following pages contain data tables that reflect Program Year 2001-02 WIA outcomes for each of California's 50 Local Areas. These data are required to be submitted to the DOL as a part of the WIA Annual Report, but are maintained in a file separate from the narrative that precedes them. If not included in this copy of the report, the data tables may be viewed and downloaded by accessing the State Board's web site at <http://www.calwia.org/>.